

0872-A

S 1.114/3-10:3002-2004

SCHEDULE OF COURSES

Oct. 1, 2002 - Sept. 30, 2004

GEORGE P. SHULTZ

NATIONAL FOREIGN AFFAIRS
TRAINING CENTER

UNITED STATES DEPARTMENT OF STATE

4000 ARLINGTON BOULEVARD

2002-025691 (cu) C

ADDRESS

To ensure timely delivery of your registration forms, we ask that you address your correspondence to :

U.S. Department of State
Foreign Service Institute
George P. Shultz National Foreign Affairs
Training Center
Office of the Registrar, Room F2210
4000 Arlington Blvd.
Washington, DC 20522-4201

NUMBERS

For general course and registration information, contact the Office of the Registrar:

Telephone: (703)302-7143 or 7144
TTY Phone: (703)302-7449
FAX: (703)302-7152
Student Messages: (703)302-7143 or 7144

For information on specific programs, contact individual department chairs (see numbers on pages 7-8).

For other information, contact the Executive Director for Management:

Catherine Russell
(703)302-6729, FAX: (703)302-7227

Catch us on-line!

This Schedule of Courses is now published in four formats: the paper version which is updated annually, the CD-ROM version on *InfoLearn* distributed quarterly to all posts, the most current version on *OpenNet*, the Department of State's Intranet at <http://www.fsiweb.fsi.state.gov>, and on the Internet on the Federal Learning eXchange at www.flx.gov (Note: course dates are not available on the Internet site).

DEPARTMENT OF STATE PUBLICATION
Foreign Service Institute

Revised June 2002

I

Director's Message

In the aftermath of September 11th, now more than ever, the men and women of the State Department play a major role in ensuring the peace and well-being of the American people and the free world. As Secretary Powell has said: "Diplomacy is America's first line of offense".



The Foreign Service Institute's mission "to develop the men and women our nation requires to fulfill our leadership role in world affairs and to defend U.S. interests" has never been more relevant. This catalog includes descriptions of more than 400 courses on a wide variety of subjects available to Department employees tuition free. They are available to other USG employees involved in foreign affairs on a reimbursable basis. We also offer distance learning and other technology-based learning options. The Secretary of State, Under Secretary for Management, Director General and I enthusiastically support on-going professional training for all Department employees.

The Institute is currently focusing on four strategic priorities:

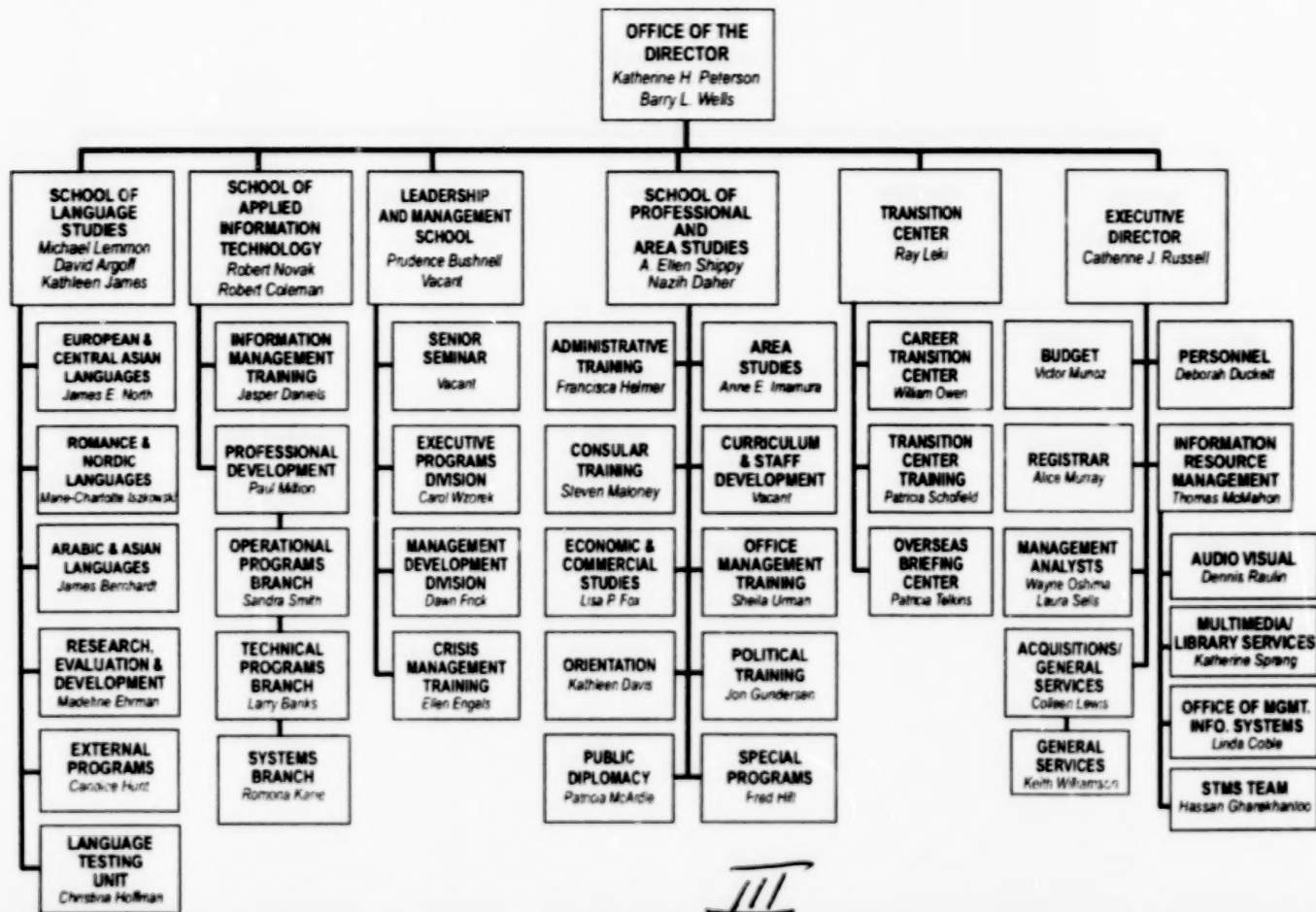
- **Leader Development**—Mandatory leadership training is rapidly becoming a reality. The *Leadership and Management Training Continuum* is a useful guide to available FSI training.
- **System for Skills Development**—New training continua for Foreign Service Generalists, Specialists and for Civil Service employees help employees systematically develop knowledge and skills throughout their careers.
- **FSI as a Locus for Department/Interagency Dialog on Foreign Policy**—We are expanding our efforts to conduct lecture series, games and roundtables in support of foreign policy issues and challenges.
- **Leveraging Technology for Training**—We are increasing our use of technology to reach potential students throughout the world.

I encourage you to take advantage of the excellent opportunities available through the Institute to acquire new knowledge and skills or enhance the knowledge and skills you currently possess. It has never been more important.

Katherine H. Peterson

FOREIGN SERVICE INSTITUTE

August 2002



HOW TO USE THIS CATALOG

✓ The **COURSE DESCRIPTIONS** give details about content, timing, target audience, and tuition rates. You can find a course in two ways:

1. Course descriptions are organized under the following themes. Look under the theme that best fits what interests you:

- Administration
- Area Studies
- Communication and Public Speaking
- Computer & Communications Systems
- Technical Skills
- Computer End-User Skills
- Consular Training
- Distance Learning
- Diversity
- Economic and Commercial Affairs
- External Training
- Foreign Service National Training
- Global and Multilateral Issues
- Interpersonal Skills
- Language Studies
- Leadership/Management
- Negotiation
- Office Management
- Orientation
- Overseas Living
- Political
- Program Planning and Assessment
- Public Diplomacy
- Retirement
- Security
- Self Study - Traditional
- Training Skills
- Transitions

2. If you aren't sure about the theme, but you know the **Title** of the course, look it up in the **INDEX** to find the page number of the course description.

✓ What about language classes?

The **LANGUAGE STUDIES** theme, page 201, describes the different types of language courses, proficiency tests, and the training calendar.

CONTENTS	
INTRODUCTION	
ADMINISTRATION	
AREA STUDIES	
COMMUNICATION/PUBLIC SPEAKING	
COMPUTER & COMMUNICATIONS SYSTEMS	
COMPUTER END-USER SKILLS	
CONSULAR TRAINING	
DISTANCE LEARNING	
DIVERSITY	
ECONOMIC AND COMMERCIAL AFFAIRS	
EXTERNAL TRAINING	
FOREIGN SERVICE NATIONAL TRAINING	
GLOBAL AND MULTILATERAL ISSUES	
INTERPERSONAL SKILLS	
LANGUAGE STUDIES	
LEADERSHIP/MANAGEMENT	
NEGOTIATION	
OFFICE MANAGEMENT	
ORIENTATION	
OVERSEAS LIVING	
POLITICAL	
PROGRAM PLANNING AND ASSESSMENT	
PUBLIC DIPLOMACY	
RETIREMENT	
SECURITY	
SELF STUDY - TRADITIONAL	
TRAINING SKILLS	
TRANSITIONS	
TUITION RATES	
INDEX	
KEY CONTACTS	

✓ How to register

See **ADMISSIONS** on page 5.

✓ To learn more about the George P. Shultz National Foreign Affairs Training Center

The **INTRODUCTION**, pages 1-40, will answer your questions about the Foreign Service Institute with its language, area, professional, leadership and management training, the Senior Seminar, and the Transition Center.

✓ Getting here and studying here

Maps and transportation guides begin on page 2. **GENERAL INFORMATION**, page 4, answers the most common questions.

✓ What if I need more information?

Call the **OFFICE OF THE REGISTRAR**, (703) 302-7144, for general information, or the office numbers listed with individual courses. See also the list of telephone numbers provided on pages 7-8 of the **INTRODUCTION**.

✓ How to reach someone in training.

Call (703) 302-7143 or 7144, or fax (703) 302-7152, 7:30 a.m. to 5:00 p.m. In emergencies, messages are delivered to the classroom. Otherwise, messages and official mail for students are placed in mail slots outside the Office of the Registrar (Room F2210).



CONTENTS

INTRODUCTION

George P. Shultz National Foreign Affairs Training Center	1
Directions	2
The Shultz Center Campus	3
General Information	4
Access to Buildings	4
Accreditation/Certification	4
Address	4
Admissions	5
Bus Service	5
Cancellations and Withdrawals	6
Career Development and Long-Term Training	6
Child Care	7
Contact Numbers	7
Distance Learning	8
Dress/Classroom Atmosphere	8
External Training	9
Forms	10
General Instructions for Completing the DS-755 FORM	10
Sample DS-755	11
General Instructions for Completing the SF-182	12
Sample SF-182	13
Language Proficiency and MLAT Testing	14
Leave	14
Messages	14
"No Shows" and Incompletes	15
Parking/Carpools	15
Special Needs	15
Training Continua	16
Transcripts	16
Tuition and Reimbursements	16
Weather Related Closings	17
Leadership and Management School (LMS)	18
The Senior Seminar (LMS/TSS)	18
The Ambassadorial Seminar	19
Executive Programs Division (LMS/EP)	19
Management Development Division (LMS/MD)	20
Crisis Management Training (LMS/CMT)	20
Competencies and Precepts	21
Definitions of OPM Competencies	21
Leadership and Management Continuum Highway	25
Foreign Service Promotion Precepts	26

CONTENTS

School of Applied Information Technology (SAIT)	33
Information Management Training Division (SAIT/IMT)	33
Professional Development Division (SAIT/PDD)	33
Distance Learning Division	34
School of Language Studies (SLS)	35
Language Training	35
Language Testing	35
School of Professional and Area Studies (SPAS)	37
Orientation Division (SPAS/OR)	37
Administrative Training (SPAS/AT)	37
Consular Training (SPAS/CON)	37
Economic/Commercial Training (SPAS/ECON)	37
Political Training (SPAS/POL)	37
Public Diplomacy Training (SPAS/PD)	38
Office Management Training (SPAS/OMT)	38
FSN Training	38
Area Studies (SPAS/AS)	38
Curriculum and Staff Development (SPAS/CSD)	38
Special Programs	38
The Transition Center (TC)	39
Training Division (TC/T)	39
Overseas Briefing Center (TC/OBC)	39
Career Transition Center (TC/CTC)	39

THEMES

ADMINISTRATION

Administrative Management

Overseas Administrative Management (PA243)	41
Basic Administrative Management (PA224)	42
Customer Service Training (PA143)	43
Domestic Administrative Officers Seminar (PA160)	44
Management Controls Workshop (PA137)	45
Managing Customer Service (PA123)	46

Financial Management

Accounting, Vouchering & Certification (PA216)	47
CFMS System Overview & Orientation (PA150)	48
CFMS Budget Execution (PA151)	48
CFMS Requisition Documents (PA153)	49
CFMS Miscellaneous Obligations (PA154)	50

CONTENTS

CFMS Travel Orders (PA155)	50
Financial Management for Locally Employed Staff (PA210)	51
Financial Management Officer's Course (Overseas) (PA211)	52
ICASS Executive Seminar (PA245)	53
Principles of Appropriation Law (PA215)	54
Supervising a Cashier (PA217)	55
Working with ICASS (PA214)	56

General Services Operations and Acquisition Management

Contracting Officer Representative Training (Pre-Award) (PA174)	57
Contracting Officer Representative Training (Post-Award) (PA175)	58
Contracting Officer Representative Training Update (PA173)	59
FSN Commercial Acquisitions (PA247)	59
FSN Transportation Workshop (PA250)	60
Contract Administration Workshop (PA252)	61
General Services Operations (PA221)	61
NEPA Training, Domestic Operations (PA129)	63
Property Management for Custodial Officers (PA135)	64

Human Resource Management

Advanced Human Resource Management Workshop (PA234)	64
American Human Resource Management (PA235)	65
FSN Position Classification and Compensation (PA232)	66
Human Resource Management at Post (PA236)	67
Human Resource Management Course (PA231)	69
Human Resource Management Special Programs	70

AREA STUDIES

General Information	71
---------------------------	----

Intensive Regional Area Studies

Sub-Saharan Africa (AR210)	72
East Asia (AR220)	72
China (AR250)	73
South Asia (AR260)	73
Southeast Asia (AR270)	73
Western Hemisphere (AR239)	73
Near East and North Africa (AR240)	73
Russia/Eurasia (AR281)	74
Caucasus and Central Asia Module (AR282)	74
Caspian Sea Energy Module (AR283)	74
Europe (AR291)	74
European Union Module (AR292)	74
Balkans Module (AR293)	75



Advanced Area Studies

Sub-Saharan Africa (AR513)	75
Asia	75
China (AR521)	75
Korea (AR523)	75
Japan (AR522)	75
South Asia (AR560)	75
Mongolia (AR524)	75
Insular Southeast Asia (AR571)	76
Mainland Southeast Asia (AR572)	76
Western Hemisphere	76
Mexico (AR531)	76
Andean Republics (AR533)	76
Brazil and the Southern Cone (AR530)	76
Canada (AR528)	76
Haiti (AR536)	76
Central America and Caribbean (AR529)	76
Near East & North Africa	77
Northern Africa (AR515)	77
Arabian Peninsula/Gulf/Sudan (AR541)	77
Fertile Crescent (AR542)	77
Turkey (AR543)	77
Russia/Eurasia	77
Ukraine (AR565)	77
Russia/Belarus (AR566)	77
Caucasus (AR585)	77
Central Asia (AR586)	77
Europe	78
South Central Europe (AR561)	78
Romania and Moldova (AR569)	78
Benelux/EU/NATO (AR568)	78
East Central Europe (AR582)	78
France (including Switzerland) (AR567)	78
Poland (AR587)	78
Baltics (AR588)	78
Nordic Countries (AR596)	78
Greece/Cyprus (AR589)	79
Italy, Spain, and Portugal (AR590)	79
German-Speaking Europe (AR593)	79
Other	79
Country Data Analysis (PE504)	79

COMMUNICATION AND PUBLIC SPEAKING

Better Office English: Oral (PK226)	81
Better Office English: Written (PK225)	81
Drafting Correspondence (PK159)	82
Effective Public Speaking/Executive Media (PT113)	82
Effective Speaking and Listening Skills (PK240)	83
Career Builders: Communication Skills (PK209)	83
Proofreading(PK143)	84
Visual Aids Basics (PD520)	84
Writing Effective Letters and Memos (PK241)	85

COMPUTER & COMMUNICATIONS SYSTEMS TECHNOLOGY SKILLS

Basic Communications Operations (YW119)	87
TERP V - Terminal Equipment Replacement Program V (YW184)	87
Fast Backup-Communications for Non-IRM Personnel (YW231)	88
Fast TERP - TERP V for Non-IRM Personnel (YW232)	88
SEP/SCP OPS -OPS Special Embassy Post and Special Consulate Post Operations (YW202)	89
COMSEC Custodian (YW760)	89
IMS - Information Management Specialist (YW187)	90
Basic Telephone (YW142)	90
Introduction to Telephone Security (YW141)	91
SX-50 - MITEL PBX SX-50 (YW219)	92
SX-200D - MITEL PBX SX-200 Digital (YW220)	92
SX-2000 - MITEL PBX SX-2000 (YW221)	93
EXACOM - EXACOM Call Accounting System (YW186)	94
Meridian 61C (YW497)	94
Advanced Nortel (YW499)	95
Wireless Systems Training (YW244)	95
Advanced Radio Course (YW344)	96
Advanced Systems Management Server 2.0 ADV SMS 2.0 (YW252)	97
System Administration for Microsoft SQL Server 7.0- SQL 7.0 (YW253)	97
Lotus/Domino 5 Administration-Lotus 5 ADM (YW254)	98
Oracle 8i Database Administration - Oracle 8i (YW256)	98
Managing a Windows 2000 Network (YW257)	99
NT 4.0 for Cablexpress-NT. 4.0 for CX (YW287)	99
Exchange 2000 for the Enterprise-Exchange 2000 (YW243)	100
Accelerated Exchange 2000 (YW273)	101
Microsoft Exchange (YW749)	101
Advanced Windows 2000-WIN2000 (YW245)	102

CONTENTS

Accelerated Windows 2000 (YW275)	103
CLOUT-Common LAN Outbound Telegram Release System Version 3.0 (YW230)	103
Cablexpress (YW285)	104
Advanced Networking (YW241)	104
Advanced Router Configuration-ARC (YW251)	105
SCUP-Satellite Terminal-SCUP (YW434)	106
SC-7 Satellite Operations and Maintenance (YW192)	106
Introduction to Data Communications (YW173)	107
Wide Band N.E.T. (YW250)	108
Wide Band Digital Transmission Networking (YW213)	108
Commercial Satellite Terminals (YW234)	109
Black Router (YW745)	110
Current Installation Practices (YW203)	110
Air Conditioning Systems (YW205)	111
Generators-Power Generator Systems (YW206)	111
Domestic Unclassified Cablexpress Administration (DUCX) (YW284)	112
Supporting CA Systems and Applications (PS310)	113
IRM Orientation for New-Hire Specialists (PS380)	114
Desktop Systems (YW642)	114
Computer Systems Networking (YW259)	115

COMPUTER END-USER SKILLS

MS Office 2000 Quick Review (PS321)	117
MS Office 2000 Week (PS320)	118
Introduction to MS Access 2000 (PS350)	119
Workshop MS Access 2000 (PS353)	119
Intermediate MS Access 2000 (PS351)	120
Comprehensive MS Access 2000 (PS352)	120
Cablexpress for End Users (PS284)	121
Introduction for MS Excel 2000 (PS370)	122
Workshop MS Excel 2000 (PS373)	123
Intermediate MS Excel 2000 (PS371)	123
Comprehensive MS Excel 2000 (PS372)	124
OpenNet Plus & the Internet (PS218)	125
Internet for Power Users (PS318)	125
Web Development Fundamentals (PS418)	126
Introduction to MS Outlook (PS398)	127
Workshop MS Outlook 2000 (PS391)	127
Comprehensive MS Outlook 2000 (PS390)	128
Introduction to MS Project 2000 (PS280)	129
Introduction to MS Powerpoint 2000 (PS340)	129

CONTENTS

Workshop MS PowerPoint 2000 (PS343)	130
Intermediate MS Powerpoint 2000 (PS341)	130
Comprehensive MS Powerpoint 2000 (PS342)	131
Introduction to MS Word 2000 (PS332)	132
Workshop MS Word 2000 (PS331)	132
Intermediate MS Word 2000 (PS333)	133
Comprehensive MS Word 2000 (PS330)	133
PC/Windows Introduction (PS201)	134
HTML Proficiency (PS422)	134
Web Site Management Using FrontPage (PS420)	135
Web Site Management Using Dreamweaver (PS421)	136
Web Site Accessibility & Usability (PS427)	137
SIPRNET & INTELINK-S (PS216)	138

CONSULAR TRAINING

Orientation to Overseas Consular and Duty Officer Responsibilities (PC105) ..	143
Consular Leadership Development Conference (PC108)	144
Regional Consular Officers Workshop (PC114)	145
Automation for Consular Managers (PC116)	145
Task Forces and Consular Policy (PC119)	146
Task Force II Crisis Work (PC129)	147
Advanced Consular Namechecking Techniques (PC126)	147
Assisting Victims of Crime (PC124)	148
Basic Consular Course (PC530)	149
Advanced Consular Course (PC532)	150
Consular Management at a Small Post (PC533)	151

Consular Training Segments

American Citizens Services (PC535)	152
Passport and Nationality (PC536)	153
Immigrant Visas (PC537)	153
Nonimmigrant Visas (PC538)	153
Consular Review and Automation Update (PC540)	153
Fraud Prevention for Consular Managers (PC541)	154

Consular FSNS and Consular Agents

Regional Workshops for Consular FSNS (PC106)	154
Consular Agents' Workshop (PC107)	155
Workshop for Senior Nonimmigrant Visa FSNS (PC121)	155
Workshop for Senior American Citizen Services FSNS (PC122) ..	156
Workshop for Senior Immigrant Visa FSNS (PC123)	157
Correspondence Courses	158

DISTANCE LEARNING

The Online Language Courses

Online Reading Maintenance Course (L_401)	159
Online Introductory Language Course (L_410)	159
"Express" Online Language Familiarization Course (L_420)	160
Online Introduction to HTML (MM306)	161
Basic NEPA Record Keeping, Overseas Operations (CD-ROM) (PA226)	161
Purchase Card Self-Certification Training (CD-ROM) (PA297)	162
Training for Overseas Cashiers (CD-ROM) (PA295)	163
Fire Safety (MQ920)	164

Consular Correspondence Courses

Immigration Law and Visa Operations (PC102)	165
Nationality Law and Consular Procedures (PC103)	165
Overseas Citizens Services (PC104)	165
Passport Examiners Correspondence Course (PC110)	165
FasTrac Distance Learning Courses	165
SAIT Distance Learning Courses	166

DIVERSITY

EEO/Diversity Awareness for Managers and Supervisors (PT107)	167
Leading in a Diverse Workforce (PT218)	168

ECONOMIC AND COMMERCIAL AFFAIRS

Economics Courses

Economic and Commercial Studies (PE250)	169
Corporate Practicum (PE265)	170
Economic Issues (PE285)	170
FSN Economic Training (PE220)	171
Political/Economic Tradecraft (PG140)	171

Commercial Training

Aviation Policy and Negotiation (PE130)	172
Commercial Tradecraft (PE125)	173
Senior Commercial Course (PE290)	174
Telecommunications Industry (PE131)	174
Trade Dispute Resolution (PE134)	175
Trade Agreement Implementation (PE222)	175
Trade and Project Finance (PE135)	176
Intellectual Property Rights (PE138)	176

Environmental and Resource Courses

Coal and Power Technology (PE137)	177
---	-----

Environment, Science, Technology and Health (PG562)	177
Trade and Environment (PE291)	178
ESTH Training for FSNs (PE221)	179
Petroleum and Gas Industry (PE127)	179
Alaska Field Laboratory (PE227)	180
Resource Reporting Officer Training (PE103)	181

EXTERNAL TRAINING

Human Resource Management Special Programs	183
Leadership Potential Seminar	183
Seminar for New Managers- Leading People	184
Management Development Seminar-Leading Organizations	184

FOREIGN SERVICE NATIONAL TRAINING

Customer-Focused Management (PA249)	185
FSN Supervisory Skills Workshop (PA248)	185
FSN Supervisory Skills, Beyond the Basics (PA259)	186
FSN Online Writing Lab (OWL) (PY210D, PY211D, PY212D)	187
FSN Web-Based English Language Training	187
FSN Administration Training	188
FSN Consular Training	189
FSN Curriculum and Staff Development Training	189
FSN Political Training	189
FSN Public Diplomacy Training	190

GLOBAL AND MULTILATERAL ISSUES

Global Issues (PP510)	191
Human Rights in the Foreign Policy Process (PP507)	191
INL Orientation (PP218)	192
International Conflict: Peace Operations (PP514)	193
International Conflict: Diplomacy (PP517)	193
International Conflict Workshop: Prevention to Intervention (PP519)	194
International Terrorism: Understanding the Threat and Formulating a Response (PP521)	195
Labor Officer Skills (PL103)	196
Labor Rights Reporting (PL104)	197
Multilateral Diplomacy (PP211)	197

INTERPERSONAL SKILLS	199
-----------------------------------	-----

XIV

LANGUAGE STUDIES

General Information	201
Registration	202
Course Codes	203
Program Codes	203
Language Codes	204
The Basic Courses: Long-Term Language and Area Studies (L_100)	205
Basic Courses Quick Reference Start Dates	207
F.A.S.T. Courses Quick Reference Start Dates	210
The F.A.S.T. Courses: Familiarization and Short-Term Language Studies	213
The Early Morning Courses (L_300)	215
The Refresher Courses (L_201)	215
Overseas Advanced Training-The Field Schools (L_950)	216

The Online Courses

Online Reading Maintenance Course (L_401)	217
Online Introductory Language Course (L_410)	218
"Express" Online Familiarization Course (L_420)	219
Beyond-Three Training (L_101)	219
Language Self-Study Program	220
Post Language Program Officer Course (PLP100)	220
Consultation: Learning Styles Diagnosis (L_999)	221
Consultation: Learning Styles Diagnosis Follow-up Appointment (L_998)	221

LEADERSHIP/MANAGEMENT

Advanced Leadership Skills (PT210)	223
Ambassadorial Seminar (PT120)	224
Basic Leadership Skills (PK245)	224
Bureau/Mission Offsites (PT130)	225
Coaching: A Tool for Leading People (PT211)	226
Creative Problem Solving Workshop (PT212)	226
Deputy Chiefs of Mission/Principal Officers Seminar (PT102)	227
Employee Relations Seminar (PK246)	228
Executive Overview to Managing State Projects (PT209)	229
Foreign Affairs Leadership Seminar (PT119)	229
Four Roles of Leadership (PT221)	230
Influence by Design (PT224)	231
Intermediate Leadership Skills (PT207)	232
Leading People: Seminar for New Managers	233
Management Development Seminar: Leading Organizations	233
Leadership Potential Seminar	234

Leading in a Diverse Workforce (PT218)	234
Managing Change (PT206)	235
Managing Conflict Productively (PT214)	235
Managing People Problems (PT121)	236
Managing State Projects (PT208)	237
Managing Up: Linking Support and Supervision (PK305)	238
Managing Up: Working Effectively With Your Manager (PT252)	238
Negotiation Skills for Managers (PT253)	239
Performance Management Seminar (PT205)	240
Productively Managing Stress (PT251)	241
Running Effective Meetings Workshop (PT217)	241
Senior Seminar (PG501)	242
Seven Habits of Highly Effective People (PT216)	243
Starting Right: Seminar for Program Directors (PT213)	243
Strategic Planning and Performance Measurement (PD529)	244
Strategic Thinking and Planning Workshop (PT131)	244
Teambuilding (PT129)	245
Team Leadership Workshop (PT215)	246
Valuing Diversity in the Workplace (PT225)	247

NEGOTIATION

International Negotiation: Art and Skills (PP501)	249
Advanced Negotiations (PP515)	250

OFFICE MANAGEMENT

Job Savvy: Skills for Workplace Success (PK146)	251
Civil Service Office Support Professionals Training for Entering Personnel (PK104)	251
Foreign Service Office Management Specialist Training for Entering Personnel (PK102)	252
Pathways to Success (PK111)	252
Civil Service Office Support Professionals Program (PK206)	253
Files Management and Retirement (PK207)	253
New Ways to Problem Solve (PK330)	254
Office Technology in the 21st Century (PK333)	254
Professional Development Seminar for Foreign Service Office Management Specialists (PK302)	255
FSN Secretarial Seminar (PK334)	256
Travel Regulations and Vouchers (PK205)	256
Managing Up: Linking Support and Supervision (PK305)	257

ORIENTATION

Introduction to Working in an Embassy (PN113)	259
Orientation for Civil Service Employees (PN105)	260
Orientation for Foreign Service Officers (PG101)	260
Orientation for Foreign Service Specialists (PN106)	261
Washington Tradecraft (PT203)	262

OVERSEAS LIVING

Professional Skills Development for Community Liaison Office Coordinators (CLO) (PD515)	265
--	-----

POLITICAL

Arms Control and Nonproliferation (PP203)	267
Congressional Relations (PP204)	267
FSN Political Training (PP217)	268
Intelligence and Foreign Policy (PP212)	269
Political-Military Affairs (PP505)	270
Political/Economic Tradecraft (PG140)	271
Population, Refugee and Migration Officers: Orientation (PP516)	272
Population, Refugees, and Migration Officers M&E Workshop (PP518)	273

PROGRAM PLANNING AND ASSESSMENT

Analyzing and Interpreting Performance Measurement Data (PD532)	275
Collecting and Measuring Performance Data (PD531)	275
Evaluation Design Workshop (PD518)	276
Evaluation Tools Workshop (PD519)	276

PUBLIC DIPLOMACY

Public Diplomacy Tradecraft (PY100)	277
Leading Staff and Managing Resources for Public Diplomacy (PY101)	278
Speechwriting and Presentation Skills (PY102)	279
The Role of the Spokesperson/How the Media Work (PY103)	279
Dealing with the Electronic Media (PY104)	280
Administering Public Diplomacy Operations Overseas (PY105)	281
Public Diplomacy and Information Technology (PY106)	282
Public Diplomacy Programs, Products and Services (PY107)	283
Public Diplomacy Practice and Theory (PY109)	284
Planning and Implementing Public Diplomacy Strategies (PY111)	285
Cultural Programming Overseas (PY112)	286
Foreign Policy Internet Resources (PY202)	287

CONTENTS

Internet Research for Domestic Research Needs (PY208)	287
Administering Public Diplomacy Grants and Cooperative Agreements (PY220)	288
New Trends in Public Diplomacy (PY230)	289
Facing the Cameras (PY240)	290
Public Diplomacy Basics (PY113)	290
FSN Public Diplomacy Training	
FSN Exchanges Program (PY204)	291
FSN Current Issues Program (PY205)	292
FSN Information Resource Center Program (PY206)	292
FSN Information/Media Program (PY207)	293
FSN Online Writing Lab (OWL) (PY210D, PY211D, PY212D)	293
FSN Web-Based English Language Training	294

RETIREMENT

Retirement Planning Seminar (RV101)	295
Job Search Program (RV102)	295
Financial Management and Estate Planning Seminar (RV103)	296
Annuities, Benefits, and Social Security Seminar (RV104)	296

SECURITY

Security Overseas Seminar (SOS) (MQ911)	299
Security Overseas Seminar, Advanced (ASOS) (MQ912)	299
Security Overseas Seminar, Youth (YSOS) (MQ914)	300
Security Overseas Seminar for Temporary Duty Personnel (TDY SOS) (MQ913)	301
Fire Safety (MQ920)	301

SELF-STUDY - TRADITIONAL

Multimedia Self-Study Language Program (L_920)	303
Self-Study Language Program (L_930)	303
How to be a Certifying Officer (PA291)	304
How to be a Contracting Officer Representative (PA130)	304
How to Write a Statement of Work (PA134)	305
Introduction to Simplified Acquisitions and Requisitions Overseas (PA222)	305
Management Control Workbook (PA164)	306
Training for Overseas Cashier Supervisors (PA294)	306
Training for Overseas Voucher Examiners (PA200)	307

TRAINING SKILLS

Basic Facilitation and Delivery Skills Workshop (PD513)	309
Training Design Workshop (PD512)	309

X ✓ / / /

TRANSITIONS

General Information	311
---------------------------	-----

Basic Courses

Communicating Across Cultures (MQ802)	312
Explaining America (MQ115)	312
Protocol and U.S. Representation Abroad (MQ116)	313
Realities of Foreign Service Life (MQ803)	313

Personal Planning Courses

Emergency Medical Care and Trauma Workshop (MQ915)	314
Regulations, Allowances and Finances in the Foreign Service Context (MQ104)	315

Eligible Family Member Employment Courses

English Teaching Seminar: An Employment Option (MQ107)	315
Making Presentations: From Design to Delivery (MQ111)	316
Post Options for Employment and Training (POET) (MQ703)	316
Targeting the Job Market (MQ704)	317

Presentations and Workshops

Going Overseas Series

Going Overseas for Singles and Couples Without Children (MQ200)	317
Going Overseas for Families (MQ210)	318
Going Overseas—Logistics for Adults (MQ220)	318
Going Overseas—Logistics for Children (MQ230)	319
DCM Officer Spouse/Principal Role of the (MQ110)	319
Dual-Culture Marriages (MQ850)	320
Encouraging Resilience in the Foreign Service Child (MQ500)	320
Maintaining Long-Distance Relationships (MQ801)	321
Overseas Health Concerns (MQ857)	321
Promoting American Wines Overseas (MQ856)	322
Raising Bilingual Children (MQ851)	322
A Safe Overseas Home: Protecting Yourself and Your Family (MQ916)	323
Transition to Washington for Foreign-Born Spouses (MQ302)	323
Traveling with Pets (MQ855)	324
Welcome Back Workshop (MQ300)	324
Young Diplomats Day (MQ250)	325

Personal Planning Presentations & Workshops

Legal Considerations in the Foreign Service (MQ854)	325
Managing Rental Property from Overseas (MQ853)	326
Personal Finances and Investments in the Foreign Service (MQ852)	326
Tax Seminar (MQ117)	327
U.S. Tax Issues & Foreign-Earned Income (MQ858)	327

CONTENTS

TUITIONS	329
INDEX	341
KEY CONTACTS	353
QUESTIONNAIRE	355

XX



George P. Shultz National Foreign Affairs Training Center

Since 1993, the Foreign Service Institute has been located at the George P. Shultz National Foreign Affairs Training Center in Arlington, Virginia. Situated on a campus-like setting of 72 acres, the training center is only ten minutes from the main Department of State building in Washington, D.C.

The site on which the training center is built was originally the home of Arlington Hall Junior College. It also once served as an Army installation, Arlington Hall Station. In 1989, this land was transferred to the Department of State to be used for the training of foreign affairs personnel. Historians have deemed the site noteworthy "for its local architectural importance and nationally significant role in American military intelligence operations during World War II." Four structures dating from the early history of the site as a junior college have been renovated and incorporated into the training center. The training facility was named in honor of George P. Shultz, Secretary of State 1982-1989, who was instrumental in the establishment of the facility.

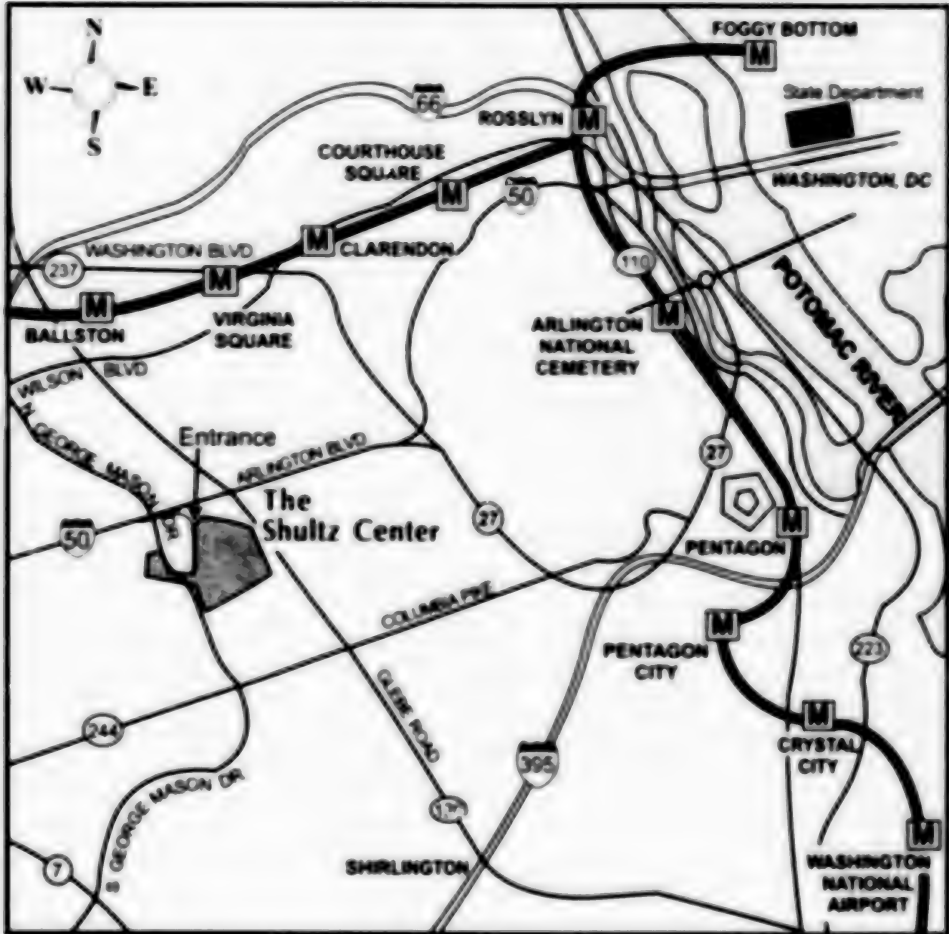
The George P. Shultz National Foreign Affairs Training Center (the Shultz Center) of the Department of State is the

federal government's primary training facility for personnel of the foreign affairs community. The Department bureau that provides the training is the Foreign Service Institute (FSI). In addition to Department of State personnel, FSI provides training for more than 43 other government agencies.

The Foreign Service Institute offers more than 425 courses, including some 60 languages that range in length from several days to two years. The courses are designed to promote successful performance in each professional assignment, to ease the adjustment to other countries and cultures, to promote meaningful family experiences, and to enhance the leadership and management capabilities of the foreign affairs community.

Most courses offered from October 2002 through September 2004 are listed in this publication. There are some courses for which we do not have information at the time of printing. The Shultz Center advertises new offerings on the Department of State's Intranet. If you have any questions, please call the Office of the Registrar at (703) 302-7143/7144 or send a fax to (703) 302-7152.

INTRODUCTION

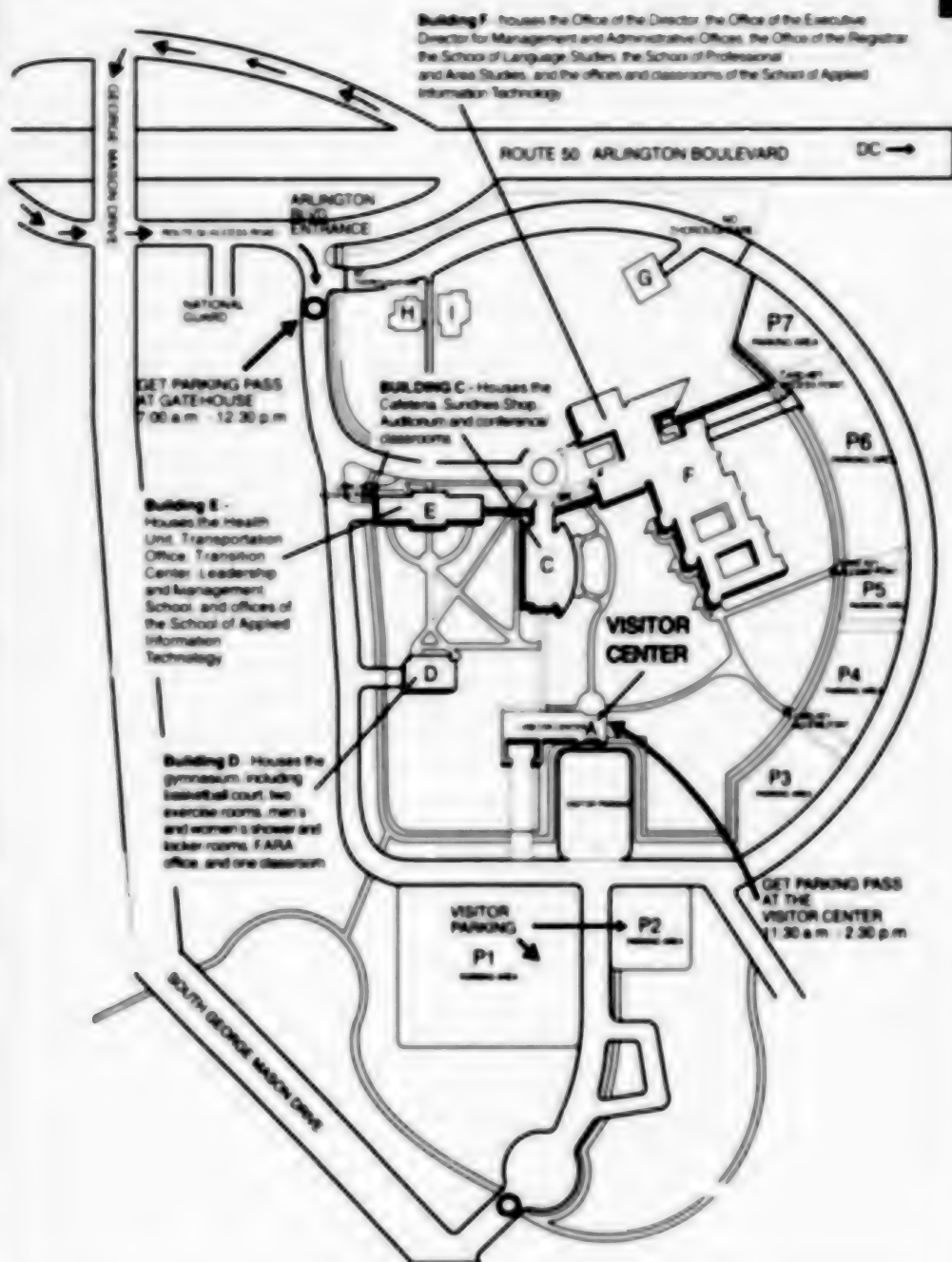


DIRECTIONS

The George P. Shultz National Foreign Affairs Training Center is located at the junction of Arlington Boulevard (Route 50) and George Mason Drive. Travelling west from Washington, DC on Arlington Boulevard, exit on the right at George

Mason Drive, turning left at the traffic light. Turn left again at the next traffic light at the end of the overpass, onto Arlington Boulevard service road. Enter the Shultz Center at the second entrance on the right.

THE SHULTZ CENTER CAMPUS



GENERAL INFORMATION

Contact us on line on the Department of State Intranet: siweb.fsi.state.gov

ACCESS TO BUILDINGS

The hours of operation are 7:00 a.m. to 6:00 p.m. on federal workdays, and the facility is usually open 8:00 a.m. to 5:00 p.m. on weekends and holidays. Individuals who have a Department of State ID badge may enter the facility through any one of the card reader access points along the inner perimeter fence. If your badge has not been coded for the Shultz Center, you may obtain an access form from the General Services Office of FSI, Room F2131. Those who do not have a Department of State ID badge may have to be escorted, and must enter the facility at the Visitors Center. Picture identification must be presented to the receptionist at the Visitors Center for admittance. All visitor badges are to be returned to the Visitors Center upon completion of the course. If you have difficulty with your badge and you are a Department of State employee, please contact the General Services Office of FSI, Room F2131.

ACCREDITATION/ CERTIFICATION

The Foreign Service Institute is a federal training facility, and is not accredited as an academic institution. Students may be able to obtain credit for courses taken at FSI by providing transcripts and course content information to an academic institution.

The decision to seek academic credit for an FSI course is entirely up to the individual student and is an option made available by FSI for those students who may find it useful in their future academic studies. Those choosing the credit option may be required to complete additional work or submit to testing so that their performance can be evaluated and a recommendation for credit entered on their academic transcript.

Those students who wish to have their courses at FSI accepted for credit by an academic institution must first apply and be admitted to an appropriate department or program at their institution. On written request, the Registrar at FSI will issue an academic transcript and course content information to the individual(s) or institution(s) of their choice.

College credit or Continuing Education Units (CEUs) may be available for some courses available through the FasTrac distance learning program. Some FasTrac and SmartForce courses prepare Information Technology professionals for some vendor certifications. Please refer to the program descriptions for more information.

ADDRESS

Correspondence and registration forms may be sent to the following address:

U.S. Department of State
Foreign Service Institute
George P. Shultz National Foreign
Affairs Training Center
Office of the Registrar, Room F2210
Washington, D.C. 20522-4201

Given potential delays in mail delivery at the present time, in addition to mailing your training request, you may also want to fax training forms to the FSI Office of the Registrar (703) 302-7152.

ADMISSIONS

Applications for FSI training for direct hire U.S. Government Department of State employees must be made on the DS-755 "Request for Training" form. Employees from all non-State agencies must use the SF-182, DD-1556, or FSI approved facsimile. Samples and instructions for completing the forms are provided herein. Non-State applicants must include their Agency Locator Code in Block 24 of the SF-182. Department of Defense applicants must provide their Disbursing Station Symbol Number (DSSN) in lieu of the Agency Locator Code on the DD-1556, SF-182, or other approved form. Applicants from other Executive branch agencies, military services, Members of Congress and the Judiciary, and federal employees of the legislative and judicial branches pay for training at FSI according to the tuition schedule in this catalog. All information must be completed on training forms, including required signatures. To ensure readability, all training request forms should be typed. The DS-755 and SF-182 are available on the FSI Intranet web site and on *e-forms* on the Department of State Intranet. All tuition costs must be approved and signed by an appropriate authority of the employee's or family member's bureau or agency. Fiscal information must be clearly identified on

the training form. Applications for training should be submitted to the FSI Office of the Registrar at least five (5) working days prior to the start of the course.

No student may be admitted to class without first having submitted an approved training request form. A separate form must be submitted for each course. To change to another course, or substitute one course candidate for another, a separate training request form must be submitted. For other changes, such as extending or shortening the period of training, or changing to another section of the course (new dates), a new form is required only for reimbursable training. However, notification of any change must be made in writing to the FSI Office of the Registrar. To avoid the no-show penalty, in all cases, the notification must be at least five working dates before the class begins, or ten working days if payment was made by credit card. Questions regarding enrollment should be directed to the FSI Office of the Registrar at (703) 302-7143/7144. See also information under *Cancellations and Withdrawals*, and *"No-Shows" and Incompletes*.

BUS SERVICE

Department of State shuttle bus service is available during the workday between Main State and the Shultz Center. Shuttle bus schedules are posted at Main State in the D Street lobby, and copies are available in the Shultz Center Visitor Center and the FSI Office of the Registrar, Room F2210. The schedule is also posted on the Department of State Intranet website.

An acceptable form of identification must be presented to board the shuttle bus.

Public transportation is also available. As schedules and routes periodically change, please confirm directly with Metro ridership information at (202) 637-7000.

Traveling by Metrorail, the closest station is Ballston on the Orange Line. From the Ballston Metro Station, the 22B (Pentagon) bus takes passengers by the bus stop at the Shultz Center entrance on South George Mason Drive and Sixth Street. From the Pentagon Metro Station, take the 22B (Seven Corners) bus, disembarking at the same bus stop.

Metrobus service is also available from the Rosslyn Metro station on the 4A (Culmore) bus traveling southbound to the bus stop on Arlington Boulevard (Route 50) from which you must walk across the highway overpass and enter the facility through the Arlington Boulevard entrance. Traveling northbound from the bus stop at the Arlington Boulevard entrance, take the 4A (Rosslyn) bus.

CANCELLATIONS AND WITHDRAWALS

Due to the overwhelming requests for training, cancellations must be received in writing by the Office of the Registrar within five working days before the course begins. When payment is made by credit card, cancellations must be received in writing by the FSI Office of

the Registrar within ten working days before the course begins. A cancellation received after the tenth day is non-refundable for all training paid by credit card.

To officially withdraw a student who has attended one or more sessions of a course, the appropriate training officer should immediately notify the FSI Office of the Registrar by fax or electronic mail (e-mail). The withdrawal notification should state the reason(s) for the withdrawal. Non-State agencies should submit a new training request form showing amended training dates.

CAREER DEVELOPMENT AND LONG-TERM TRAINING

In addition to the training opportunities that are described in this catalog, other training opportunities are available to Department of State employees. The Bureau of Human Resources (HR) announces long-term training opportunities every year. Information is posted on the HR web site on the Department of State Intranet. Examples of senior training are the National War College and senior fellowships. Mid-level training opportunities include such programs as the Armed Forces Command and Staff College, the Dean and Virginia Rusk Fellowship program, and the Una Chapman Cox Sabbatical Leave Program. Other career development programs such as Senior Executive Service (SES) and leadership training for all levels of management are announced in Department Notices.

CHILD CARE

A child care center opened at the Shultz Center in September 2001. The center accommodates approximately 30 children. Priority is given to the children of Department of State employees in training in the Washington, D.C. area. Details are available on the FSI web page on the Department of State Intranet, or by contacting the provider Beatrice Tierney (Phone: (703) 525-0593; fax (703) 525-0555; or e-mail: beatierney@aol.com.) The FSI contact is Colleen Lewis, who serves as the Contracting Officer for the child care facility (703) 302-7233.

CONTACT NUMBERS

For general course and registration information, contact the FSI Office of the Registrar:

Telephone: (703) 302-7143 or 7144

TTY Phone: (703) 302-7449

FAX: (703) 302-7152

Student

Messages: (703) 302-7143 or 7144

For information on specific programs, contact individual department chairs.

For other information, contact the Registrar, Alice Murray, on (703) 302-7143/7144, FAX (703) 302-7152, or the Executive Director for Management, Catherine Russell, on (703) 302-6729, FAX (703) 302-7227.

EXECUTIVE OFFICE FOR MANAGEMENT

EXECUTIVE DIRECTOR

(703) 302-6729

AUDIO VISUAL FACILITY

(703) 302-6788

BUDGET AND MANAGEMENT OFFICE

(703) 302-7283

GENERAL SERVICES/ACQUISITIONS

(703) 302-7233

MULTIMEDIA AND LIBRARY SERVICES

(703) 302-7153

OFFICE OF MANAGEMENT

INFORMATION SYSTEMS

(703) 302-7201

PERSONNEL OFFICE

(703) 302-6813

OFFICE OF THE REGISTRAR

(703) 302-7143/7144

LEADERSHIP AND MANAGEMENT SCHOOL

(703) 302-6743

THE SENIOR SEMINAR

(703) 302-7178

CRISIS MANAGEMENT TRAINING

(703) 302-7366

EXECUTIVE PROGRAMS

(703) 302-7194

MANAGEMENT DEVELOPMENT

TRAINING

(703) 302-7199

THE SCHOOL OF APPLIED INFORMATION TECHNOLOGY

(703) 302-6957

INFORMATION MANAGEMENT

TRAINING

(703) 302-6752

PROFESSIONAL DEVELOPMENT

(703) 302-9000

THE SCHOOL OF LANGUAGE STUDIES

(703) 302-7242

ROMANCE AND NORDIC LANGUAGES

(703) 302-7527

EUROPEAN, CENTRAL ASIAN, AND AFRICAN LANGUAGES

(703) 302-7061

ARABIC AND ASIAN LANGUAGES

(703) 302-7291

THE SCHOOL OF PROFESSIONAL AND AREA STUDIES

(703) 302-6940

ADMINISTRATIVE TRAINING

(703) 302-6986

AREA STUDIES

(703) 302-6863

CONSULAR TRAINING

(703) 302-7164

CURRICULUM AND STAFF DEVELOPMENT

(703) 302-6952

ECONOMIC TRAINING

(703) 302-7257

OFFICE MANAGEMENT TRAINING

(703) 302-6926

ORIENTATION

(703) 302-6996

POLITICAL TRAINING

(703) 302-7184

PUBLIC DIPLOMACY

(703) 302-6940

TRANSITION CENTER

(703) 302-7272

CAREER TRANSITION CENTER

(703) 302-7407

THE OVERSEAS BRIEFING CENTER (INFORMATION CENTER)

(703) 302-7276

TRAINING DIVISION

(703) 302-7267

DISTANCE LEARNING

FSI is committed to making learning accessible. Many distance learning options are available, including correspondence, self-study, and multimedia-based courses, and some courses are on-line on the Department of State's Intranet or the Internet. In some courses, you can set your own pace; in others, you will be mentored, or guided by a teacher. This is a convenient and highly personalized way to learn. See the Distance Learning section of this catalog for more information about courses and registration procedures.

DRESS/CLASSROOM ATMOSPHERE

The classroom atmosphere at FSI is somewhat less formal than that of a government office in Washington. At the same time, it is a place of business and students should dress with this in mind. Coats and ties are normally not required for men, but neat sport shirts or open-collared dress shirts are expected. Slacks and sweaters are appropriate; shorts, "tee" shirts, and flip-flop type footwear are not. For women, dresses, slacks, blouses and sweaters are appropriate; shorts and halter tops are not. While the grounds of the Shultz Center are ideal for walking, jogging, etc., students are reminded that this is still a place of business. Swimwear is not appropriate. Senior diplomats from foreign embassies or other high-level officials frequently lecture in FSI courses or visit the Institute. Instructors will try to inform students in advance about such visits and students will be expected to be attired as for business (e.g., jackets and

ties for men) to meet with these individuals.

FSI is the student's duty station for as long as he or she is enrolled. The business here is learning. This means that students are expected to be alert, to participate, and to display courtesy towards all FSI employees and to fellow students. Students are expected to be on time and to remain in class until the session is completed.

EXTERNAL TRAINING

Department of State employees assigned domestically or while in the States may also take advantage of training opportunities provided by other government agencies or domestic training institutions, colleges and universities, and private vendors. The FSI Office of the Registrar manages the Department of State's External Training Program, reviewing and approving all requests for external training for Department of State employees, and maintaining external training records. External training may be bureau-funded or funded by FSI, subject to funds availability.

To request external training, employees should complete a SF-182 "Request, Authorization, Agreement, and Certification of Training" form, obtain supervisory approval, and send it to your bureau training officer. If the training exceeds 80 hours, the training request must be accompanied by the signed Continued Service Agreement on the back of the first page of the SF-182. A signed "Training Agreement" form must also

accompany each request. These forms are available on the FSI web page on the Department of State Intranet. Completed forms should be sent to the FSI Office of the Registrar for final review and approval.

The FSI Office of the Registrar reviews external training requests according to the following criteria:

- A course of the same or similar content is not available at FSI. In those cases where there are questions regarding duplication, the training request will be sent to the appropriate FSI school for review.
- The training is job- or career-related.
- There are no outstanding training evaluations from prior courses funded by the Department of State.
- External training requests must be received at least six weeks prior to the start of the course.

Funding for external training is subject to funds availability and there are restrictions:

- There is a cap on the amount of tuition that may be funded by FSI. Please contact your bureau training officer for information on funding limits. Bureaus may pay for training that exceeds the cap for FSI-funded training.
- Tuition may not be split between funding sources (e.g., the student may not pay the difference).
- Language training, conferences, and seminars may not be funded through the External Training Program, but may be funded by bureaus.

- FSN training is not funded through this program.

For more information on the external training program, please contact your bureau training officer or the FSI Office of the Registrar at (703) 302-7138/7142.

General Instructions for Completing the DS-755 FORM

The following instructions are to be used when completing the DS-755 (Request for Training) Form. *This form is to be used by Department of State employees only.*

1. The employee's full name must be used. The phone and room numbers are required for FSI to call or mail information as agency telephone directories are often out of date.
2. The correct course code, title, and section are found in this catalog.
- 3., 4. & 5. The beginning date, ending date and length of course are found in this catalog and Department Notices.
6. Indicate Department of State as the parent or employing agency of the nominee.
7. 8., 9., 10., & 11. It is important that these sections are completed. This information is needed for statistical reports and for issuing transcripts. The social security number provides access to the student enrollment system. Failure to provide this information may result in delaying the applicant's enrollment and, in some cases, the opportunity to take a course

if the course fills prior to information being obtained.

12. Fill in the applicant's present and proposed office or post of assignment if known. This is needed by FSI to assure appropriate training and to enable the employee to receive per diem, if entitled.
13. N/A
- 14, 15. & 16. If the position to which the student is being assigned is language designated, fill in the position number after "LDP" and the required S/R levels after "LEVEL," e.g. S-3/R-3. (Indicate on this line whether the student is on language probation.)
17. Name of supervisor and signature.
18. Cone pertains to Foreign Service only.
19. Primary Skill Code pertains to Foreign Service only.
20. Name, phone number, and signature of Training Officer.
21. N/A
22. N/A
23. As some courses require different levels of clearances, the security clearance level must be annotated in this area. Omission of this information may delay or negate a student's eligibility for enrollment.

U.S. Department of State REQUEST FOR TRAINING		☒ Original		☐ Reschedule		☐ Cancellation	
1. NAME (Last, First, Middle) & OFFICE ADDRESS (include complete office symbol) Doe, Jane R., A/RE/YY, Main State, Rm. 3888		2. TITLE, COURSE NUMBER, SECTION NUMBER Customer Service, PA 143, Section 002		3. BEGIN DATE (mm-dd-yyyy) 02/05/2003		5. LENGTH OF TRAINING 2 days	
				4. END DATE (mm-dd-yyyy) 02/06/2003			
OFFICE (Optional) Phone No.: (202)647-0000		7. GRADE GS-12	8. SEX F	9. SSN 000-00-0000	10. DATE OF BIRTH (mm-dd-yyyy) 06/01/1947		
6. PARENT AGENCY Department of State		☒ CS ☐ PS ☐ FSN		11. ☒ EMPLOYEE ☐ SPOUSE OR DEPENDENT ☐ CONTRACTOR			
12. OFFICE/POST/COUNTRY/ASSIGNMENT OR AREA OF INTEREST Present: A/RE/YY Proposed: N/A		13. BILLING ADDRESS N/A					
14. LDP N/A							
15. LEVEL N/A	16. LANGUAGE PROBATIONER YES ☐ NO ☐						
17. SIGNATURE (Supervisor) <i>Joe Doe</i>		18. COME N/A					
		19. PRIMARY SKILL CODE NO. N/A					
20. SIGNATURE (Training Officer) <i>Sid Smith</i>		PHONE (202)647-1111		21. COST OF COURSE N/A			
22. SIGNATURE (Certifying Officer)		DATE (mm-dd-yyyy) 1/02/2003		23. SECURITY CLEARANCE Top Secret			
24. REMARKS (For language students, note current proficiency in the target language and knowledge of closely related languages)							

DS-755
09-2881

1. F.S.I. Permanent File

11

General Instructions for Completing the SF-182

The traditional 10-page (carbon paper) form may be used, as may forms printed from electronic media (e-forms or the FSI web page on the Department of State Intranet). For Department of State employees using an electronic version, send only Copy 1 (with *Agreement to Continue in Service* if training is longer than 80 hours) and Copy 9 (two-page evaluation).

A. Agency code. For employees of the Department of State, this number is 19-00-0001.

1-6. Follow instructions on form.

7. For Department of State employees, provide office acronym and interoffice mailing address; for non-State applicants, use complete postal mailing address. Office FAX number is useful.

8-14. Follow instructions on form.

15. For Department of State employees, provide correct vendor name and mailing address and use 15b to add vendor's phone and FAX numbers. For non-State applicants, "FSI/Shultz Center, 4000 Arlington Blvd., Washington, D.C. 20522-4201."

17-20. Follow instructions on form. Codes, which can be found on the back of the last page of the form, are optional.

21. If payment by purchase order, provide complete appropriation/fund information; if funding is requested from FSI's External Training Program, indicate that.

If payment TO the Department of State by credit card, provide U.S.

Government purchase card holder's name, card number and expiration date of the card in "Agency Use" box.

If payment BY a Department of State purchase card, provide cardholder's name in 21 and attach copy of FSI Registrar's approval to application.

21-22. For Department of State employees, the tuition amount is the only cost covered by FSI's External Training Program on this form – not books or miscellaneous. Please do not include other costs associated with training (e.g., travel, per diem) on the SF-182.

23. Purchase order number, if not clearly identified in block 21. If payment TO the Department of State by credit card, provide bank purchase card receipt number.

24. Agency locator code. DOD employees should provide the Disbursing Station Symbol Number (DSSN) in lieu of the Agency locator code.

25. If payment TO the Department of State by credit card, provide billing address of the purchase card (official, not personal address). If payment BY the Department of State, follow Bureau Training Officer's instructions.

26-29. If payment TO the Department of State by purchase order, follow agency policy.

If payment TO the Department of State by purchase card, 26 is required, 27 optional, 28 required if applicable, and 29 should indicate the name and "Title of Purchase Card Holder" with their approval. If payment BY the Department of State, 26 is required, 27 is up to the Bureau, 28 is required (Bureau Training Officer) and 29 is for FSI External Training approval.

SAMPLE SF-182

Please read instructions on the last page before completing this form.

REQUEST, AUTHORIZATION, AGREEMENT AND CERTIFICATION OF TRAINING				OFFICE USE ONLY	
1. Agency code, agency subelement and submitting office number (Example: 19-00-0001)				2. Request status: ☒ Adult off duty ☐ In-duty	
Section A - TRAINEE INFORMATION					
3. Appointee's name (last, first, middle) Smith, Jane J		4. Social Security Number 123-45-6789	5. Date of birth 01-14-50		
6. Home address (Number, Street, City, State, Zip code) Your Street Your Town, State, Zip		7. Home telephone 123 456-7890	8. Previous level of education (If none, grade) ☒ Non high school ☐ High school ☐ College		
9. Organization mailing address (Bureau, Division, Office, Branch, Agency) Your Bureau and Office, Interoffice Mailing Address Postal Mailing Address FAX #		10. Office telephone 202 302 1234	11. Continuation of training ☐ Yes ☒ No		
12. Position, title, function Your job		13. Agency code, agency subelement, and submitting office number (See instructions)	14. Pay Plan, grade, grade step GS 560 11/5		
Section B - TRAINING COURSE DATA					
15a. Name and mailing address of training center (No. Street, City, State, Zip code) USDA Graduate School, 600 Maryland Ave., SW Suite 280, Washington, DC 20024-2520			15b. Location of training site (If same, mark box) ☒		
16. Course title and training objectives (Benefits to be derived by the Government) Clear Writing Through Critical Thinking Improved Reports					
17. Course Control No. WRIT7100D-C3		18. Training period (4 digits) a. Start 03 09 15 b. Complete 03 09 17		19. No. of course hours (4 digits) a. During duty 0024 b. Non-duty 0024	
20. Training codes (See manual for details)		21. Purpose		22. Status	
		a. Type 9		b. Status 0	
Section C - ESTIMATED COSTS AND BILLING INFORMATION					
23. Direct costs and expenditures (fund chargeable)					
a. Tuition		b. Books or materials		c. Other (Specify)	
d. Travel		e. Other (Specify)		f. Other (Specify)	
g. Other (Specify)		h. Other (Specify)		i. Other (Specify)	
TOTAL \$ 1,350.00		TOTAL \$ 1,350.00		TOTAL \$ 1,350.00	
24. Indirect costs and expenditures (fund chargeable)					
a. Travel		b. Books or materials		c. Other (Specify)	
d. Travel		e. Other (Specify)		f. Other (Specify)	
g. Other (Specify)		h. Other (Specify)		i. Other (Specify)	
TOTAL \$		TOTAL \$		TOTAL \$	
25. Document Purchase Order Acquisition No. 1010 123456					
26. Billing instructions (through invoice or) (Check with Agency or Bureau Training Officer)					
Section D - APPROVALS					
26a. Immediate supervisor Name and title		26b. Second line supervisor Name and title		26c. Training Officer Name and title	
Required		Required		Required	
Signature		Signature		Signature	
Section E - APPROVAL CONCURRENCE					
27a. Submitting Officer Name and title		27b. Approving Officer Name and title		27c. Approving Officer Signature	
Required		Required		Required	
Signature		Signature		Signature	
Section F - CERTIFICATION OF TRAINING COMPLETION					
28a. Certifying Officer Name and title		28b. Certifying Officer Signature		28c. Certifying Officer Date	
Required		Required		Required	
Signature		Signature		Signature	

Copy 1 - AGENCY (TRAINING/PERSONNEL FOLDER)

63-105

Standard Form 182, Rev. 12/78, 1st Part
U.S. Office of Personnel Management (PHE) Circular 130

LANGUAGE PROFICIENCY AND MLAT TESTING

Department of State employees may arrange for language proficiency tests by contacting the FSI Language Testing Unit (703) 302-7125, for an appointment. Appointments must be made at least two weeks in advance. Department personnel may also arrange to take the Modern Language Aptitude Test (MLAT) by contacting the Language Testing Unit. Employees of agencies other than the Department of State may arrange for proficiency and MLAT testing through their agency training office. This service is provided to non-State agencies on a reimbursable basis.

LEAVE

Students should not expect to take leave while they are in training because courses are carried out on a continuing basis. For short-term courses (less than 6 weeks), students must be present for 80% (90% at the Warrenton Training Center) of the class hours of a course in order to receive credit for the course; otherwise, the student must re-take the course.

Some long-term courses have occasional optional leave days and class breaks—typically the period between Christmas and New Year's—when students can take annual leave. Students not wishing to take annual leave during these periods may either remain in training, or may engage in full-time self-study at FSI, or in other activities arranged with FSI and their parent agencies. State Department students assigned to FSI who wish to take annual leave on optional leave days, or

who need to take emergency annual leave, should submit a SF-71, Application for Leave, to their Training Supervisor. The Training Supervisor may consult the Assignments Officer as appropriate.

If a student in long-term training must miss a class session due to medical appointments or other official requirements, approval must be obtained in advance from the student's Training Supervisor. In the event of absence resulting from illness, students should inform the Training Supervisor by phone. When the student returns, he/she should submit a SF-71, and have the Training Supervisor sign it. FSI may require a doctor's certification in conformance with 3 FAM 3423.

State Department students in long-term training who are assigned to FSI should record all absences on a timesheet that is available in the Office of the Registrar, and submitted bi-weekly for payroll purposes. Documentation of any leave taken must be attached to the timesheet. The timesheet must be signed by both the student and the Training Supervisor, who are both accountable for the accuracy of the data. Check with the Office of the Registrar if you are not sure of the correct procedure for reporting your time and attendance.

MESSAGES

Students who are in long-term training (six weeks or longer) can request an FSI e-mail account from the Office of Management Information Systems, Room F1304. Computers for student use and hook-ups for lap-top computers are

available throughout the facility. Phones messages may be left for students in the mail slots located outside of the FSI Office of the Registrar, Room F2210. In the event of an emergency phone call for a student, the message will be delivered to the student's classroom. Students are responsible for checking their mail slots throughout the day for messages, faxes, and official mail. Messages may be left at (703) 302-7143 or (703) 302-7144 from 7:30 a.m. to 5:00 p.m., Monday through Friday.

"NO SHOWS" AND INCOMPLETES

Department of State bureaus will be requested to pay all tuition costs for "no-show" students enrolled in a class who fail to attend. At FSI's discretion, a waiver may be issued in the case of illness or family emergency. Similarly, bureaus will be expected to pay half-tuition costs for incompletes (less than 80% attendance, or less than 90% at the Warrenton Training Center) for other than illness or family emergency. Bureaus will be responsible for determining accountability for "no-shows," incompletes, and taking appropriate action within the bureau.

Each quarter, FSI will submit a monthly statement to the Bureau of Resource Management (RM) for each Department bureau based on "no-shows." RM will transfer the funds from the bureaus to FSI. At the end of each fiscal year, RM will make the adjustments necessary to restore the funding bases of the bureaus and FSI. Bureaus will receive copies of

these monthly statements in order to track the funding impact for "no-shows" and incompletes. Non-State agencies will be billed for "no-shows" and will be expected to pay full tuition for incompletes.

PARKING/CARPOOLS

Short-term (less than two hours) visitor parking is available at no charge in the visitors parking lot that is located adjacent to the Visitors Center. Temporary parking is available for a longer duration. No fee is charged for parking for one week or less on an annual basis. After one week a fee of \$1.00 per day is charged. Individuals using the free parking days must park in Lot P3. Monthly parking permits are available for long-term students (four weeks or more) for \$18/month subject to an annual review and possible adjustment. Applications must be made online on the FSI web page on the Department of State's Intranet.

A Carpool Bulletin Board to assist persons in forming or joining carpools is located in the Cafeteria Building. By agreement with Arlington County and local citizens groups, no parking is permitted on South George Mason Drive or in the neighborhood adjacent to the campus.

SPECIAL NEEDS

The Department of State designed the Shultz Center to accommodate students and staff with special needs. The sidewalk and hallway ramps, restrooms, doors, and elevators provide access for those with special needs. In addition, most of the door signs to classrooms and offices are

in Braille, and a TTY phone is available for use in the Office of the Registrar. Department of State students requiring additional services, e.g., readers, interpreters, etc., should contact the Office of Work and Family Programs, HR/ER/WFP, on (202) 261-8173. To inform the instructional staff at FSI, please contact individual program offices. If additional services are needed for students from agencies outside of the Department of State, all special arrangements must be made and paid for by the parent agency.

TRAINING CONTINUA

FSI has developed several training continua to assist Department of State employees and supervisors in identifying training and development opportunities. These include the Leadership and Management Training Continuum, the Training Continuum for Civil Service Employees, and the Training Continuum for Foreign Service Generalists. These training continua are available on the FSI Intranet web site at <http://fsiweb.fsi.state.gov>.

TRANSCRIPTS

FSI will provide transcripts of courses completed at the Institute or through the Department of State External Training Program. Requests for transcripts should be sent in writing to the FSI Office of the Registrar. Students seeking credit for training from academic institutions in which they are studying should consult with the appropriate FSI training supervisor or department chair.

TUITION AND REIMBURSEMENTS

Department of State Employees: There is no tuition charge for direct hire U.S. Government employees of the Department of State. The Department of State pays for training at FSI by funding salaries of FSI permanent staff and providing FSI with a lump sum allotment of funds appropriated to the Department of State. Therefore, Department bureaus are not charged to send direct hire Government personnel to regularly scheduled training. Bureaus are charged, however, if their employees fail to attend class (see the separate section on *No Shows/Incompletes*). Bureaus may be asked to pay for special programs that they request or to develop new programs or special offerings.

Federal employees of other executive branch agencies, the legislative and judicial branches, and the military services, members of Congress and the Judiciary, and private sector individuals who are admitted to FSI training pay for the training according to the tuition schedule in this catalog under the provisions of the Economy Act and the Foreign Affairs Reform and Restructuring Act. Other agencies may request special programs and will be required to pay for them. Please direct questions on the reimbursement policy to the FSI Budget Office at (703) 302-7284. Language training will be billed as a full week, regardless of the day of the week on which the training starts or ends.

WEATHER RELATED CLOSINGS

The George P. Shultz National Foreign Affairs Training Center is a federal government facility. Weather related closings, early dismissals, or delayed arrival policies are determined by the Office of Personnel Management (OPM) and conform to the policy that is applicable to the Department of State and other federal offices. OPM will make every effort to notify the news media by 6:00 a.m. in the event of an announcement of this type. Students should listen to their local radio or television stations for further information. Long-term students should discuss notification processes with their Division Coordinator or Language Training Supervisor.

LEADERSHIP AND MANAGEMENT SCHOOL

The Leadership and Management School (LMS) was established October 1, 1999, to respond to the increasing recognition of the need for sustained development of career leaders and managers in the Department and larger foreign affairs community. In addition to the courses offered by LMS, leadership and management content is integrated throughout the FSI curriculum, as appropriate, and taught by LMS personnel in conjunction with other FSI colleagues. LMS programs are interactive, building on the existing skills and background of participants, allowing them to hone these skills and develop and apply new ones as part of the training programs. The Leadership and Management School is a response to the increasing leadership and management complexity and demands that face our employees in the 21st Century.

Our mission is:

FSI's Leadership and Management School develops competent, effective foreign affairs professionals to meet the challenges of the global workplace.

The school accomplishes this mission by:

1. Designing and conducting relevant leadership and management training programs which address career needs from entry level through the senior ranks.
2. Overseeing the leadership and management training continuum to

ensure participation by Foreign Service and Civil Service employees.

3. Managing external leadership and management training resources so employees have quality long-term training with direct career application.
4. Working with bureaus and overseas missions to improve organizational effectiveness and crisis management.

The Leadership and Management School achieves its mission through a commitment to excellence in its programs, its staff, and its customer service.

The Senior Seminar (LMS/TSS)

The Senior Seminar is the most advanced professional development program available to senior foreign policy and national security officials of the United States Government. The Foreign Service Institute of the Department of State has conducted the nine-month program annually since 1958.

The purpose of the Seminar is to ensure that its participants:

- Enhance their executive skills and more fully realize their leadership potential in preparation for service in demanding, senior positions.
- Gain a deeper appreciation of the ideas and values which define our country, and a broader comprehension of the domestic issues, institutions, and conditions which shape our foreign relations.
- Better understand major international and national security issues and how

policies are developed to address them.

- Develop a fuller understanding of the role of the U.S. national security and foreign affairs agencies and the Congress, in order to improve overall communication, cooperation and coordination.

The Seminar's curriculum stresses the relationships among domestic, foreign and national security policies. It seeks to open new horizons, revitalize understanding of our country and its diversity, and promote intellectual and professional growth. Members study a wide variety of problems, issues and trends in the United States, relating them to international affairs and questions of national security; and they practice leadership and senior executive skills such as teambuilding, negotiations and public speaking.

The learning process takes place through extensive reading, field trips, individual research assignments, group projects, case studies, simulations, practical work experiences, and meetings with prominent academics, public officials, businessmen, labor leaders, journalists, representatives of interest groups, and ordinary American citizens.

Approximately half the members are State Department Foreign and Civil Service Officers; others are drawn from the Agriculture, Commerce and Treasury Departments, the Central Intelligence Agency, the Agency for International Development, the Federal Bureau of Investigation, the Army, Navy, Marine Corps, Air Force, Coast Guard and National Guard Bureau, and other federal Departments and Agencies having

important national security and foreign affairs functions. Members of the Seminar must be nominated by their respective agencies.

The Ambassadorial Seminar

The Ambassadorial Seminar is at the pinnacle of the leadership and management continuum in the Department of State. The Ambassadorial Seminar prepares Ambassadorial appointees and their spouses to assume their post, having been exposed to current policy objectives as outlined by senior Department and other agency speakers and to leadership/management issues involved in running an overseas post and taking care of their people. Former Ambassadors also share perspectives in an informal learning setting.

Executive Programs Division (LMS/EP)

LMS/EP programs focus on senior and executive level responsibilities that include seminars for Chiefs of Mission, Deputy Chiefs of Mission and Principal Officers as well as an array of courses that focus on executive level skills. Emphasis in these programs is two-fold - development of a better understanding of institutional needs and expectations of leaders and development of a better understanding of individual talents and skills required to prepare to meet those institutional needs.

Courses range from one day to two weeks in length. Where appropriate, special offerings of courses are available to bureaus or offices engaged in specific organization-wide programs.

Management Development Division (LMS/MD)

LMS/MD is dedicated to providing specific leadership skill development programs for the mid-career employee – both Foreign and Civil Service. The new manager or supervisor needs basic skills to lead people and manage resources effectively. Often, earlier assignments have not afforded the officer the opportunity to develop these skills. Courses range from those for the first time supervisor/ manager to advanced leadership skills. Emphasis is on developing awareness and skills in the areas of team building, team leading and team effectiveness, subordinate development and interpersonal skills.

Crisis Management Training (LMS/CMT)

Through briefings, discussions, group exercises and role-plays, the Crisis Management Training (CMT) Division provides overseas and domestic training for Americans and FSNs. The target audience is all USG employees who serve overseas and under COM authority.

Crisis Management Training is provided at FSI to students in A-100, POL, ECON, ADMIN, FMO, PER, CONS, ASOS, RSO, PSO, GSO, OMS, IMS, CLO, Public Diplomacy, Working in an Embassy, DCM/PO Seminar, Ambassadorial Seminar and the Senior Seminar, as well as in various courses for FSNs. In addition, training is provided for other agencies such as Peace Corps, USAID, FAS, and DIA. Last year over 2,800 employees received this kind of training. The overseas Crisis Management

Exercises consist of a four-hour post-specific tabletop exercise (which allows the emergency action committee to validate its emergency action plan) plus an in-brief and out-brief. In conjunction with the visit to post, a two to four-hour briefing and exercise is given to FSNs who have a role in a crisis. Last year over 1,500 American and 1,600 FSN employees were trained overseas at 106 posts.

Task Force Exercises are conducted several times a year through the Operations Center (S/ES-O), rotating among the regional bureaus. The CMT division works with four different U.S. Marine Expeditionary Units (MEU) each year in California and North Carolina, providing DOS role-players for USMC exercises involving evacuation, humanitarian and other operations overseas.

COMPETENCIES AND PRECEPTS

In shaping the leaders of tomorrow, we must provide career development and training opportunities that will develop and enhance the skills of the entire workforce. The Federal Government has established a model that describes the competencies needed by executives, managers and supervisors to perform effectively in their positions.

This model has been adopted by the State Department for the Civil Service, and should be used by employees and training officers as a guide in establishing Individual Development Plans (IDPs) and training programs.

The Foreign Service promotion precepts provide the basis for Employee Evaluation Reports (EERs). Foreign Service employees and career counselors should use these updated precepts to determine appropriate training and development opportunities for each career level.

The listings in this catalog for courses that address these competencies and precepts specifically, indicate which competency and/or precept they address. They will provide employees the essential building blocks for career advancement.

Publications which will be particularly helpful to you as you plan your training program are FSI's "Leadership and Management Training Continuum", its "Training Continuum for Foreign Service Generalists" and its on-line "Training Continuum for Civil Service Employees: A Guide to Training and Professional Development".

Definitions of OPM Competencies

Basic Competencies

- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.
- **Written Communication:** Expresses facts and ideas in writing in a clear, convincing and organized manner.
- **Interpersonal Skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Problem Solving:** Identifies and analyzes problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems.
- **Decisiveness:** Exercises good judgment by making sound and well-informed decisions; perceives the impact and implications of decisions; makes effective and timely decisions, even when data is limited or solutions produce unpleasant consequences; is proactive and achievement oriented.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or

unexpected obstacles. Adjusts rapidly to new situations warranting attention and resolution.

- **Customer Service:** Balancing interests of a variety of clients; readily readjusts priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients, achieves quality end-products, is committed to continuous improvement of services.
- **Technical Credibility:** Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise. Is able to make sound hiring and capital resource decisions and to address training and development needs. Understands linkages between administrative competencies and mission needs.
- **Continual Learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.

Supervisory Competencies

- **Integrity/Honesty:** Instills mutual trust and confidence; creates a culture that fosters high standards of ethics; behaves in a fair and ethical manner toward others, and demonstrates a sense of corporate responsibility and commitment to public service.

- **Accountability:** Assures that effective controls are developed and maintained to ensure the integrity of the organization. Holds self and others accountable for rules and responsibility. Can be relied upon to ensure that projects within areas of specific responsibility are completed in timely manner and within budget. Monitors and evaluates plans; focuses on results and measuring attainment of outcomes.
- **Team Building:** Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit, and works with others to achieve goals.
- **Influencing/Negotiating:** Persuades others, builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals; facilitates "win-win" situations.
- **Resilience:** Deals effectively with pressure; maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from setbacks. Effectively balances personal life and work.
- **Conflict Management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative impact.
- **Political Savvy:** Identifies the internal and external politics that impact the work of the organization. Approaches

each problem situation with a clear perception of organizational and political reality; recognizes the impact of alternative courses of action.

- **Human Resources Management:** Assesses current and future staffing needs based on organizational goals and budget realities. Using merit principles, ensures staff are appropriately selected, developed, utilized, appraised, and rewarded; takes corrective action.
- **Leveraging Diversity:** Initiates and manages cultural change within the organization to impact organizational effectiveness, values cultural diversity and other individual differences in the workforce. Ensures that the organization builds on these differences and that employees are treated in a fair and equitable manner.

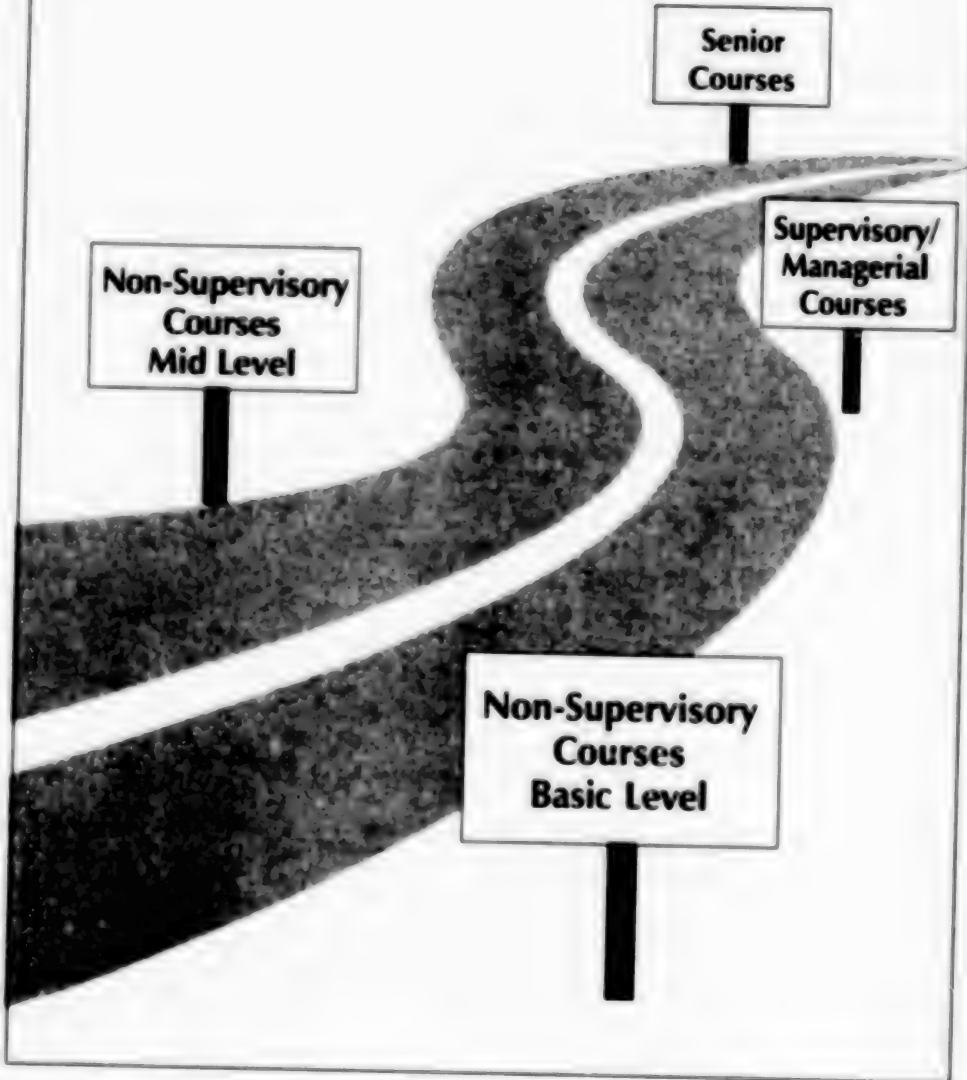
Managerial Competencies

- **Partnering:** Develops networks and builds alliances, engages in cross-functional activities; collaborates across boundaries, and finds common ground with a widening range of stakeholders. Utilizes contacts to build and strengthen internal support bases.
- **Entrepreneurship:** Identifies opportunities to develop and market new products and services within or outside of the organization. Is willing to take risks; initiates actions that involve a deliberate risk to achieve a recognized benefit or advantage.
- **Service Motivation:** Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance. Enables others to acquire the tools and support they need to perform well. Shows a commitment to public service. Influences others toward a spirit of service and meaningful contributions to mission accomplishment.
- **Creativity & Innovation:** Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes.
- **Financial Management:** Demonstrates broad understanding of principles of financial management and marketing expertise necessary to ensure appropriate funding levels. Prepares, justifies, and/or administers the budget for the program area; uses cost-benefit thinking to set priorities; monitors expenditures in support of programs and policies. Identifies cost-effective approaches. Manages procurement and contracting.
- **Technology Management:** Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness. Develops strategies using new technology to enhance decision-making. Understands the impact of technological changes on the organization.

Executive Competencies

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic Thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.
- **External Awareness:** Identifies and keeps up to date on key national and international policies and economic, political, and social trends that affect the organization. Understands near-term and long-range plans and determines how best to be positioned to achieve a competitive business advantage in a global economy.

Leadership and Management Continuum Highway



INTRODUCTION

FOREIGN SERVICE PROMOTION PRECEPTS

Interpersonal Skills

Junior-Level	Mid-Level	Senior-Level
Professional Standards		
Holds self accountable for rules and responsibilities; is dependable and conscientious; is composed, professional and productive, even in difficult conditions.	Is self-directed, consistently maintains equanimity and a professional demeanor, maintains own motivation and encourages others to persevere in difficult circumstances.	Sets the standard for integrity and workplace behavior by example and instruction; does not lose composure under stress or in crisis.
Adaptability		
Adapts behavior and work methods as needed in response to new information, changing conditions, or unexpected obstacles; displays sensitivity to cultural differences.	Guides staff in adjusting to new environments and different value systems and cultures, while maintaining own standards and identity.	Anticipates and plans for change; exercises sophisticated cultural sensitivity in all circumstances.
Customer Service		
Responds professionally, courteously and competently to both internal and external customers.	Balances competing and sometimes conflicting interests of a variety of customers; anticipates and responds appropriately to customer needs.	At the organization level, encourages customer-oriented focus; maintains or improves services organization-wide.
Teamwork		
Applies what he/she learns about team building to be an effective team member. Is open to views of others; works in collaborative, inclusive, outcome-oriented manner with American and foreign colleagues; accepts team consensus.	Is an effective team leader, who facilitates open exchange of ideas; fosters cooperation and collaboration among American and foreign colleagues; motivates and guides team members toward a common goal.	Is an effective team motivator, who inspires and motivates all staff to participate and contribute; encourages and develops a team identity and cohesiveness among staff; resolves work-related problems by mobilizing team skills and resources.
Social Perceptiveness		
Demonstrates sensitivity in both domestic and foreign environment to status, protocol, and chain of command; responds considerately to the needs, feeling, and capabilities of others; shows respect for cultural differences.	Understands and deals effectively with relationships and aspirations; anticipates how others will react; frames own responses to achieve results.	Navigates easily in an environment of shifting relationships; anticipates socially sensitive issues and takes appropriate action.
Persuasion and Negotiation		
Learns to influence others; gains cooperation while showing, in the spirit of mutual respect, understanding of others' positions.	Influences others deftly; fosters understanding of USG and Department views and positions; develops alliances with others; finds common ground among disparate forces and builds consensus; facilitates win-win situations.	Negotiates effectively on a wide range of issues in internal, bilateral, and multilateral environments; manages and resolves major conflicts and disagreements in an interest-based manner; manifests a faculty for astute compromise without sacrificing ultimate goals.

INTRODUCTION

FOREIGN SERVICE PROMOTION PRECEPTS

Intellectual Skills

Junior-Level	Mid-Level	Senior-Level
--------------	-----------	--------------

Information Gathering and Analysis

Locates, evaluates, and quickly assimilates information; considers a variety of sources, cross-checking when appropriate; reorganizes information logically to maximize its practical utility and identify key underlying factors; recognizes when additional information is required and responds accordingly.	Has a sophisticated understanding of sources and their reliability; knows what to report and when; accepts that it may not be possible to base recommendations, decisions, or actions on comprehensive information; considers downstream consequences; guides and motivates staff to refine their own analytical skills.	Integrates fully a wide range of information and prior experiences in policy making; ensures that staff search out and evaluate information before making recommendations and decisions; recognizes situations in which information and analysis are incomplete and responds wisely; accepts accountability for self and insists on it for staff.
---	--	---

Critical Thinking

Identifies key information, central issues, and common themes; distinguishes fact from opinion and relevant from irrelevant information; identifies the strengths and weaknesses of various approaches; outlines realistic options.	Isolates key points, central issues, and common themes in a mass of complex information; can determine the best solution or action from a range of options; is objective in analyzing problems and judging people.	Analyzes and defines complex policy issues clearly, in terms which permit them to be dealt with in a practical way; encourages staff to analyze situations and propose options, giving constructive and instructive feedback; correctly senses when it is appropriate to take risks, and does so.
---	--	---

Active Learning

Seeks out new job-related knowledge and readily grasps its implications for the workplace; seeks informal feedback and learns from mistakes; recognizes own strengths and weaknesses and pursues self-development.	Develops plans to broaden own knowledge and to teach others in the workplace; provides informal feedback to colleagues.	Anticipates the need for new information or knowledge for self and others; identifies sources of new information and communicates these sources to staff.
--	---	---

Leadership and Management Training

Learns basic principles of effective leadership and management. Pursues formal and informal training opportunities.	Uses training opportunities to improve personal leadership and management skills to keep abreast of current theory and techniques. Applies the principles learned at FSI courses on the job, e.g. by developing subordinates.	Actively promotes leadership and management training at the organizational unit level; as appropriate opportunities arise, works to enhance that training; applies principles of leadership and management training to foster organizational improvements.
---	---	--

FOREIGN SERVICE PROMOTION PRECEPTS

Leadership Skills

Junior-Level	Mid-Level	Senior-Level
--------------	-----------	--------------

Problem Solving and Decision Making

Identifies issues within context of own job which require decisions or other action; arrives at recommendations in a logical, orderly manner; acts confidently and decisively within own purview; consulting others as appropriate; is sensitive to needs and opinions of others.	Makes reasoned, effective, and timely decisions after considering all relevant factors and options, even when data are limited or conflicting or will produce unpleasant consequences; implements decisions and evaluates their impact and implications; making adjustments as needed.	Integrates policy and administrative factors into problem solving and decision making in a manner enhancing the entire organization; encourages staff to accept responsibility.
---	--	---

Innovation

Takes initiative to go beyond assigned tasks; identifies problems and proposes creative solutions; seeks to improve job and organization performance.	Develops insights into situations and applies them in the workplace; devises innovative solutions to make organizational improvements and policy adjustments.	Creates an organization-wide environment, which encourages innovation; takes a long-term view and acts as a catalyst for constructive change; conceives and institutes organization-wide policy and program initiatives; anticipates and prepares for the future.
---	---	---

Representational Skills

Establishes and maintains purposeful and productive relationships with domestic and foreign contacts; interacts effectively in official and social encounters.	Identifies and cultivates key individuals and institutions; advances US interests through hosting and attending representational events.	Moves with ease at all social settings and levels; ensures identification, cultivation, and periodic assessment of audiences important to US interests.
--	--	---

Openness to Dissent

Demonstrates the intellectual integrity to speak openly within channels and a willingness to risk criticism in order to voice sensible dissent. Publicly supports official decisions, even when disagreeing with them.	Discerns when well-founded dissent is justified; engages in constructive advocacy of policy alternatives; guides staff to do the same.	Accords importance to well-founded dissent and defends its appropriate expression.
--	--	--

Community Service and Institution Building

Participants actively in outreach or "community service" activities that contribute to employee welfare. For example, volunteers for Post or Department programs, initiatives, ceremonies, special events, blood and fund drives, and other activities.	Participates actively in performance evaluation decision making and resource allocation activities, e.g., serves on Selection Boards or on post EER Review Panel, works on resource allocation committees, e.g., Housing Board; counsels personnel more junior in grade.	Participates actively in "institution building" activities that strengthen the Department as an organization. For example, recruits for the Department, e.g., serves as Diplomat-in-Residence or on the Board of Examiners; works on the Selection Boards; participates in Department mentoring program.
---	--	--

INTRODUCTION

FOREIGN SERVICE PROMOTION PRECEPTS

Managerial Skills

Junior-Level	Mid-Level	Senior-Level
--------------	-----------	--------------

Operational Effectiveness

Plans, organizes, and directs activities effectively; ensures that projects within area of responsibility are completed in a timely manner; accepts supervision and guidance; provides feedback to supervisors. Demonstrates commitment and moral courage by making difficult choices, by working with a sense of purpose, and by caring about the results.	Produces results in most effective manner; objectively analyzes the organization's strengths and weaknesses, and takes appropriate action.	Establishes effective management procedures and controls; encourages and rewards efforts of staff to enhance their effectiveness; foresees challenges to, and opportunities for, the organization and takes steps in advance to deal with them.
---	--	---

Management of Resource

Utilizes internal controls to protect the integrity of the organization and prevent waste, fraud, and mismanagement; reporting any instances where such problems occur; takes full responsibility for handling and safeguarding classified material and information property; uses material and financial resources prudently; strives to produce highest return with lowest cost.	Ensures that effective internal controls are in place and work correctly; ensures that effective procedures are in place to protect classified material and information, and that established security regulations are being followed; allocates resources efficiently, equitably, and in conformity with policy and regulatory guidelines.	Evaluates adequacy of internal controls and ensures implementation of improvements as warranted; holds managers accountable for the consequences of their resource policy decisions; seeks resource adjustments as needed.
--	---	--

Management of Classified Material and Information

Takes full responsibility for handling and safeguarding classified materials and information properly.	Takes full responsibility for handling and safeguarding classified material and information properly; ensures that effective procedures are in place to protect classified material and information and that established security regulations are being followed.	Takes full responsibility for handling and safeguarding classified material and information properly; promotes security consciousness on an organization-wide basis; evaluates and monitors procedures to safeguard classified material and information, and ensures that necessary changes are made if current procedures are inadequate; holds managers accountable for the consequences of their security policy decisions.
--	---	--

INTRODUCTION

FOREIGN SERVICE PROMOTION PRECEPTS

Managerial Skills

Junior-Level

Mid-Level

Senior-Level

Performance Management and Evaluation

Participates in preparation of work requirements for self and works with staff in preparing their work requirements; develops plans to accomplish work requirements; ensures that staff are appropriately utilized, appraised, and rewarded; gives staff both formal and informal feedback on performance and potential; completes employee evaluations in accordance with standards and deadlines.

Establishes broad performance expectations for unit; manages staff effectively, focusing on results; monitors plans to accomplish work requirements; delegates appropriately; creates a productive work environment in which the contributions of individuals are valued and encouraged; assists in preventing and resolving personnel problems; ensures that the evaluation process is properly conducted and that counseling occurs throughout the rating year.

Establishes organization-wide performance expectations; inspires a high level of performance in staff; ensures the professional development and mentoring of staff; oversees possible improvements in human resource processes; works to prevent and resolve personnel problems in a timely manner; ensures that the evaluation and counseling process is conducted effectively and in accordance with standards and deadlines.

Support for Equal Employment Opportunity

Takes diversity training and applies its principles to the workplace; treats all individuals with respect and without regard to race, color, gender, religion, national origin, age, disability, or sexual orientation; acts in compliance with USG and Department EEO policies.

Recruits and develops employees to realize full potential of a diverse staff. Promotes diversity awareness through training; ensures by example and instruction, and verifies through monitoring and follow-up, that all employees are treated with fairness and respect; applies EEO and merit principles consistently; identifies and addresses situations giving rise to complaints and grievances based on issues of fairness in the workplace.

Manages diversity by recruiting diverse staff at all levels and ensuring staff diversity training and awareness. Fosters an organization-wide environment in which diversity is valued and respected; provides personal leadership and vigorous support for EEO and implementation of fair employment practices.

INTRODUCTION

FOREIGN SERVICE PROMOTION PRECEPTS

Substantive Knowledge

Junior-Level	Mid-Level	Senior-Level
Job Information		
Uses FSI training to improve individual performance. Develops and applies knowledge needed in current assignment; learns factors which impact work; understands how job relates to organizational goals and US policy objectives; uses job knowledge to enhance performance.	Uses FSI training and other means to improve programs. Has broad knowledge of job-related processes and practices; remains current on policies and trends that affect the organization; analyzes the interplay of forces influencing the achievement of policy and program objectives and makes reasonable recommendations.	Utilizes FSI training to raise level of organizational unit performance. Integrates thorough knowledge of issues arising in job to formulate and implement policies and programs; monitors internal and external sources for information and ideas; uses job knowledge to shape outcomes; guides staff in developing their job-related knowledge.
Institutional Knowledge		
Understands institutional realities which may affect work; understands the role and power of various offices and people, both domestically and abroad; cultivates and utilizes contacts in other organizational entities; uses institutional understanding to get things done.	Applies knowledge of institutional realities to policy and operational issues; crosses institutional boundaries in obtaining information and building support; operates on an equal footing with officials in other bureaus, agencies, foreign governments, business communities, academia, and media; assists staff to comprehend the institutional influences within which they work.	Uses sophisticated institutional understanding to avoid problems and advance USG goals; ensures that staff are mindful of the importance of proper and prudent process in securing desired outcomes.
Professional Expertise		
Understands and applies Foreign Service procedures, requirements, regulations, and policies; assimilates Foreign Service milieu; builds knowledge of US and foreign environments; uses developing expertise in work situations.	Strives to deepen understanding of the Foreign Services as a profession; uses expertise to evaluate policies and programs and to advise and develop others; is able to operate independently to further bureau/mission objectives.	Combines mastery of US policy objectives and knowledge of foreign environments to advance USG goals; mentors and assists staff to develop Foreign Service skills and expertise, promoting a work environment that enhances their professional development.
Knowledge of Foreign Cultures		
Demonstrates knowledge of foreign cultures, values and norms; appropriately applies foreign perspective to domestic assignments and host country perspective to assignments abroad.	Has sophisticated grasp of foreign political, economic, cultural, and information environments; relates knowledge to fulfillment of bureau/mission goals.	Uses thorough knowledge of foreign environments to identify and seize opportunities to advance USG goals.
Technical Skills		
Learns and uses technical skills and technology as appropriate in setting of job; understands the impact of technology on the workplace; seeks ways to use technology to enhance performance.	Continuously enhances own and staff's understanding of work-related technical skills and technology and their applications; advances policy and program goals through the use of available and appropriate technology.	Promotes own and staff's full utilization of technical skills and technology to achieve bureau/mission goals; devises efficient and cost-effective strategies to integrate technology into the workplace.

INTRODUCTION

FOREIGN SERVICE PROMOTION PERCEPTS

Communication and Foreign Language Skills

Junior-Level	Mid-Level	Senior-Level
Written Communication		
Writes succinctly; produces written materials that are thorough; conveys analysis that highlights essential points and clearly explains essence of subject to the intended audience.	Writes persuasively; ensures that policy and operational issues are articulated in ways most helpful to decision-makers; assists staff to develop effective writing skills.	Exhibits full mastery of written communication; shows sophisticated ability to analyze, synthesize, and advocate in a timely manner; edits others' texts judiciously.
Oral Communication		
Speaks in a concise, effective, and organized manner, tailored to the audience and the situation; speaks convincingly in groups and in individual discussion.	Speaks authoritatively to all audiences, demonstrating comprehensive understanding of issues and options; articulates policy goals persuasively; fosters an atmosphere of open communication and exchange of ideas; seizes opportunities to present US perspective to audiences.	Effectively argues complex policy issues; deals comfortably with the media and with the most senior levels of government and society; is active and effective in public diplomacy outreach.
Active Listening		
Listens attentively; understands and absorbs others' messages; correctly reads non-verbal signals; summarizes others' views accurately and confirms accuracy of understanding; considers and responds respectfully and appropriately.	Instills trust in others which motivates them to speak openly and candidly; understands and respects cultural sensitivities and constraints in discussing issues and opinions; asks open-ended, incisive questions to ensure accuracy of understanding.	Adeptly discerns the innermost meanings and nuances of messages that others convey.
Foreign Language Skill		
Attains professional proficiency* in at least one foreign language; uses foreign language skills to enhance job performance; seeks to improve foreign language skills. <i>*Generalists, to be tenured, must attain level removing them from language probation.</i>	Has attained professional proficiency* in at least one foreign language; uses that skill effectively to communicate USG themes and exercise influence; works to increase foreign language ability. <i>*Generalists, to cross senior threshold, must attain S/3-R/3 in one language.</i>	Having demonstrated proficiency in at least one foreign language, strives to acquire proficiency in one or more additional languages.

SCHOOL OF APPLIED INFORMATION TECHNOLOGY

Training at the School of Applied Information Technology (SAIT) is divided into two broad categories: training to improve the computer skills needed by end users in the office environment; and training in professional system skills needed by Information Management Specialists and Information Management Technical Specialists. SAIT's training is delivered at two principal locations: the Shultz Center in Arlington, Virginia, home to the Information Management Training division; and the Warrenton Training Center near Warrenton, Virginia, home to the Professional Development division.

The SAIT website is part of the FSIWeb network and contains information specifically prepared for individuals interested in learning more about SAIT and what it offers in Information Technology (IT) studies. An extensive course catalog shows SAIT classes conducted at all Department of State training facilities, as well as all the Distance Learning (DL) courses available from SAIT. Information on how to apply for these courses is also included. There are also sections containing Student Information, What's New at SAIT, Frequently Asked Questions, and a complete SAIT contact list.

The SAIT website also offers information on the Professional Skills Program (PSP) for IT professionals, application requirements, and how to

apply for inclusion in this incentive/retention program. The SAIT website is on OpenNet at <http://99.4.244.3>.

Information Management Training Division

IMT's office automation training provides the necessary computer competencies to enable Department employees to make good use of computers in the performance of their jobs. Training in word processing, electronic mail, and spreadsheet applications are examples of courses that provide Department of State personnel with the skills to make effective use of computers.

SAIT/IMT supports the Department's modernization of its technological infrastructure and computer systems with introductory and intermediate courses in core computer skills. These basic skills are currently defined as the ability to use Windows, to do word processing, and to send e-mail. Presentation graphics and basic spreadsheet are becoming increasingly important to the Department. IMT's core courses cover Windows, MS Word, and Outlook. Additionally IMT offers courses in CableXpress End-user skills, the Internet, Excel, PowerPoint, Access, MS Project, and Web development.

Professional Development Division

SAIT/PDD provides computer and telecommunications technical training to the Department's IT professionals with the primary concentration on IMS and

IMTS specialists. Emphasis is placed upon developing the skills and competencies necessary to operate and maintain the Department's wide array of computer and telecommunications systems. Among the major categories of courses are: Computer LAN systems; PC Desktop Maintenance; Telephone Systems Installation and Management; Wideband and High Speed Communications; Satellite Communications; and Transmission Facilities.

The courses are designed to teach installation, management, and administration of the various network operating systems. A major part of training at the Warrenton Training Center is the 17-week new-hire Information Management Specialist curriculum. Courses in Electronic Mail Administration, Local Area Networks, and Network Services are all aimed at developing the competencies of the Department's IT specialists in the technologies currently employed by State.

Distance Learning Division

The focus of the Distance Learning Program is to provide students with alternative methods of obtaining training and certification. SmartForce materials are available to IT professionals, end users, and FSNs through the Department's OpenNet, the Internet, and on CD-ROM. These courses are designed to be self-study, self-paced for use at home or at work and, in some instances, can even replace classroom training. On-line mentoring and daily homework assignments are available through SmartForce via all delivery methods. Currently there are over 300 titles available that support 23 different commercial certifications. Requests for more information or enrollment should be sent to SAITDL@state.gov.

SCHOOL OF LANGUAGE STUDIES

Language Training

The School of Language Studies (SLS) provides language and cultural training to U.S. executive branch employees with a job-related need for such skills. Adult family members (18 and older) who will be accompanying employees to overseas assignments may be admitted on a space available basis.

Training is available in some 60 languages. The faculty of the School of Language Studies are native speakers of the languages they teach. They are knowledgeable about the societies in which their students will live and skilled in assisting learners to attain significant levels of proficiency in the spoken and written language. FSI language instructors have the title of Language and Culture Instructor.

Overseeing the instructors and learners are the Language Training Supervisors, a team of specialists in applied linguistics and the techniques of effective language teaching and learning. Students also can make use of the Language Learning Consultation Service to maximize their learning strengths. Other resources are available to language learners at FSI in the Multimedia Center, the Library, and the Overseas Briefing Center. Long-term language programs include area studies arranged through the School of Professional and Area Studies.

Domestic programs, overseas language courses, and distance learning options offer a variety of language curricula aimed at training for different levels of language proficiency, from survival to advanced

language skills. For details and schedules, see the Language Studies section of this catalog. For tuition rates, see page 285.

Language Testing

The School of Language Studies also provides a variety of language testing services. The *Proficiency* test assesses communicative competencies, and expresses them in terms of the interagency Speaking and Reading scales as "S/R" ratings. The *Threshold* test is similar but results in a determination that one is "at or beyond" a specified S or R level. Because tests are interactive and involve a testing team of two, appointments need to be arranged at least two weeks in advance. More lead time is usually needed during peak testing periods in July and August.

If testing at the Shultz Center is not possible, proficiency and threshold tests can be administered at post in the form of field tests requested by the Post Language Officer. Field tests must be audiotaped or preferably videotaped for FSI scoring. The Language Testing Unit also offers live video tests in lieu of field tests at posts where appropriate equipment is available. FSI testing teams administer video tests and provide score and feedback immediately after the test. For more information, send a message to FSILTU@State.gov or call the Language Testing Unit at (703) 302-7125. Employees of agencies other than the Department of State should arrange tests through the training office of their respective agency. For charges, see page 329.

The *Modern Language Aptitude Test (MLAT)* is a commercial, standardized test which was designed to provide an

indication of an individual's probable degree of success in learning a foreign language. The MLAT does not predict whether an individual can learn a foreign language if given enough time and opportunity to do so; what it does predict is how well one can learn a foreign language in typical foreign language courses in the usual allotted time. Certain learned capabilities that have been correlated with foreign language classroom achievement are measured, including short-term memory, memorization of words, and knowledge of English grammar and vocabulary. Contact the Research, Evaluation and Development Division at (703) 302-7250 for details. For charges see page 329.

SCHOOL OF PROFESSIONAL AND AREA STUDIES

The curriculum of the School of Professional and Area Studies (SPAS) is guided by five key objectives:

- Orient new State Department and other USG employees to the foreign affairs environment.
- Meet the requirement for high quality, job-related training for Foreign and Civil Service personnel in the Administrative, Consular, Economic, Political and Public Diplomacy areas.
- Meet the professional development needs of Department of State Office Management Specialists and Office Support Personnel.
- Meet functional and management training needs of the Foreign Service National workforce across varied FSN skill categories.
- Provide employees of foreign affairs agencies basic knowledge of foreign countries and regions.

The Orientation Division provides new Foreign Service Officers a seven-week orientation program to introduce them to the Foreign Service environment and prepare them for their first overseas assignment. Similar, but shorter, orientation courses are provided for new Foreign Service Specialist and Civil Service personnel. The mandatory Washington Tradecraft course for officers assigned to their first Department

tour provides information and develops skills needed to function effectively in the Washington context. In addition, short courses are offered to employees of other USG agencies being assigned to an overseas mission.

Administrative Training prepares employees to serve in missions abroad and in the Department through courses in Administrative Management Operations, Financial Management Operations, General Services Operations and Acquisition, and Human Resources Management.

Consular Training provides basic instruction in consular operations in a simulated consular environment and also offers advanced consular studies, duty officer training, and automation training for consular managers.

Economic/Commercial Training provides Foreign Service Officers with the skills required for economic jobs abroad and in the Department. Studies range from short specialized programs, to introductory tradecraft courses, to a nine-month program delivering the equivalent of a B.S. degree in economics along with a heavy dose of applied economics. Specialized programs include trade, aviation, telecommunications and energy. Tradecraft courses prepare officers for a first assignment in three distinct areas: economics; commercial; and environment, science and technology. There is also a course on applied economics for non-economists. Long-term academic training is available where appropriate.

Political Training develops the skills and specialized knowledge required to operate effectively in political jobs overseas and

in Washington. Intensive training is provided to Foreign Service Officers who are going to their first Political or Political/Economic assignment. Other courses focus on Congressional-Executive Relations, Intelligence and Foreign Policy, Terrorism, Global Issues, Multilateral Diplomacy, International Negotiations, International Conflict, Narcotics, Population and Refugees, Labor Relations, Political-Military Affairs, Human Rights and Arms Control.

Public Diplomacy Training prepares employees to serve overseas as Public Affairs Officers, Cultural Affairs Officers, and Information Officers, and in Washington as Public Diplomacy officers. Offerings include courses on media training, professional and academic exchange programs, public diplomacy responses to crisis situations, and the administration of grants and other overseas programs.

Office Management Training provides secretarial and office management training for both Foreign Service and Civil Service personnel, emphasizing technical, teambuilding and communication skills—speaking, listening and writing.

FSN Training: Six Divisions in SPAS provide training for Foreign Service Nationals: Administrative, Consular, Economic, Political, Public Diplomacy and Office Management. Courses specifically for FSNs are held overseas and at FSI. In addition, FSNs can attend functional courses offered by various divisions.

Area Studies provides participants in area studies courses with an understanding of American interests and policies in a region/country and knowledge about that region/country. The courses cover history,

politics, economics, religion and culture, with an emphasis on relevant global issues and United States interests and challenges. Efforts are made to tailor course content to the needs of the participants. More than forty formal courses are offered, as well as individual guidance for those not able to participate in the courses.

Curriculum and Staff Development (CSD) conducts a series of courses designed to provide professional training education for State Department trainers. In addition, CSD is called upon to consult with various offices and bureaus throughout the Department on events involving strategic planning, teambuilding, and other areas of organizational effectiveness.

The Office of Special Programs provides exercises, symposia, conferences and roundtables to the Foreign Service Institute, the Department of State, and the foreign affairs community which encourage forward-looking interagency analysis on a wide range of security, political, economic, and global issues. Additionally, Special Programs conducts programs designed specifically for the student body at the Foreign Service Institute.

Special Programs, along with the National Defense University and other agencies of the U.S. Government, coordinates and manages annual interagency training for complex foreign crises. Mandated by a National Security Presidential Directive, the training promotes interagency integration in response to crises requiring cooperation from various sectors of the Government.

THE TRANSITION CENTER

The Transition Center (TC) deals with preparing employees and their family members for effectiveness in the foreign affairs community by facilitating transitions throughout—and after—their careers. The Center provides information, training, counseling, and referral services on a wide range of topics that support the individual and the work force.

The Training Division (TC/T) provides classes throughout the year with an emphasis on building foreign affairs life skills. Classes are offered during the week and selected Saturdays and Wednesday evenings. In addition, the Training Division presents the Security Overseas Seminar (SOS) (MQ911) and Advanced Security Overseas Seminar (ASOS) (MQ912), personal security awareness training which is mandatory for foreign affairs agency personnel. The courses are highly recommended for those from other government agencies who are going overseas. All adult family members are encouraged to attend. The Security Overseas Seminar for Temporary Duty Travelers (TDY SOS) (MQ913) is designed to meet the needs of those employees who travel overseas for business, but who are assigned domestically. A special session of SOS for children in grades two through twelve is offered during the summer months.

Registration Information: *Non-tuition Presentations and Workshops* are open to all U.S. Government employees and their Eligible Family Members (EFMs). Enroll directly by calling the TC at (703) 302-7268 or FAX (703) 302-7452 or email at ESITCTraining@state.gov.

Courses: There is no tuition for State Department employees or their Eligible Family Members for Transition Center (TC) courses. Employees should register through their training officer or personnel technician. State Eligible Family Members should register directly with the TC. Non-State employees and family members can enroll in TC courses by submitting an SF-182, with fiscal data and correct billing address, through their training officer to the Office of the Registrar at the Foreign Service Institute. Early registration is requested as courses fill quickly. However, from time to time, a course may be canceled if advance registration is low. Please register more than two weeks before the course start date to ensure placement.

The Overseas Briefing Center (OBC) Information Center is located in the Old Main Building (Building E) of the Shultz Center, Room E2126. The Center manages a collection of post-specific audio-visual and printed materials, as well as reference material on Foreign Service living in general. The Information Center is open on a walk-in basis from 8:15 a.m. to 5:00 p.m. each weekday. To accommodate people unable to visit the Information Center during regular hours, at least once a month, the OBC schedules Saturday and/or Wednesday evening Center openings. Call (703) 302-7277 for a schedule of these days.

The Career Transition Center (CTC) provides training to U.S. Government personnel who are retiring from service voluntarily or are separated, other than for cause. The goals of the CTC are to provide employees with guidance in preparation for retirement, appropriate job seeking skills and options

on post-government employment. The Center has a staff of trained professional counselors and contracts with other experts in meeting its goals. Offices of the CTC staff are located in the Old Main Building (Building E) of the Shultz Center.

The CTC conducts two flagship programs: the Job Search Program (JSP) (RV102) and the Retirement Planning Seminar (RPS) (RV101). In addition, the CTC offers a one-day Financial Management and Estate Planning Seminar (RV103) and a one-day seminar on Annuities, Benefits and Social Security (RV104). The one-day seminars are imbedded in the Retirement Planning Seminar, but may be taken as separate courses. RPS participants need not enroll in RV103 and RV104. The CTC also maintains the Talent Bank, a database of personnel who are interested in work primarily outside the federal government.

The **Talent Bank** is maintained with retired and non-retired personnel from State and other foreign affairs agencies.

The purpose of the Talent Bank is to assist in matching potential employees with both private sector job leads and WAE opportunities as they occur.

Course Registration:

Eligibility for the JSP is through voluntary or involuntary separation, except for cause. The separation date must follow immediately after the end of the JSP for all State Foreign Service employees. Civil Service employees must retire after the first month of the JSP. Participants are authorized use of the facilities for one year after separation for job seeking purposes. Application for the JSP should be made well in advance of planned retirement date. The August program gives priority to persons being involuntarily separated. Spouses are welcome to audit specified portions of the JSP. Eligibility for the RPS is restricted to those who are within five years of retirement eligibility. The other two courses are open to all employees. For further information call (703) 302-7407.

The Administrative Training Division offers a range of courses for personnel involved in administrative management issues in domestic offices and posts abroad. While a few of the courses are of a specialized nature and relevant for a relatively small group of employees, many of the courses are appropriate for a wider audience: Civil and Foreign Service, American and Foreign National, and Department of State and other agencies. The target audience includes individuals whose primary function will not be in administration but who could benefit from a better understanding of Foreign Affairs administrative and management issues.

This section is divided into four subsections:

- Administrative Management.
- Financial Management.
- General Services Operations and Acquisition Management.
- Human Resources Management.

Within each subsection, courses are listed alphabetically. Please see the main table of contents or the index for a complete course listing. Cross-references are provided for distance learning and correspondence courses, which are described more fully elsewhere in the catalog. (Administrative personnel should also review the courses available through the Leadership and Management School, as many of those have applicability to the field of administration.)

Administrative Management

OVERSEAS ADMINISTRATIVE MANAGEMENT

Course Code PA243

This course is designed to provide FS-01 and FS-02 experienced administrative generalists and specialists with the skills, knowledge, and abilities needed to successfully perform their management functions in a team-oriented, ICASS environment at overseas posts. The course emphasizes customer-focused management and the need to manage for results.

Participants learn to:

- Work together as an admin team in achieving the section's overall strategic objectives.
- Interview Department officials and prepare and deliver briefings on current admin issues.
- Manage the administrative section's role in crisis situations.
- Manage and resolve conflict situations in the workplace.
- Practice customer focused management.
- Use the MPP process and other tools to make sound management decisions based on resource availability.
- Employ and practice appropriate negotiating techniques.
- Anticipate and successfully manage change.
- Manage up, down, and across the organization.

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Adaptability
- ✓ Innovation
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Oral Communication
- ✓ Performance Management and Evaluation
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Professional Standards
- ✓ Social Perceptiveness
- ✓ Teamwork
- ✓ Written Communication

Audience:

The course is open to experienced FS-1 and FS-2 administrative generalists and specialists who have completed at least one of the FSI core administrative training courses (GSO, FMO, IMO, or HR) and who are currently serving in or transferring to an overseas post. FS-3s with a minimum of four years at grade and three overseas Admin tours are also eligible for enrollment with the permission of the course manager. This course is also valuable for Principal Officers and DCM/SEPs who have limited management experience.

Schedule:

8:30 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
07/07/03	07/18/03	2 weeks	0001
08/11/03	08/22/03	2 weeks	0002
FY 04			

Dates to be determined

Minimum/Maximum: 12/20

Tuition: \$1,450

BASIC ADMINISTRATIVE MANAGEMENT

Course Code PA224

This course focuses on managing for results, providing administrative officers with the skills, knowledge, and abilities that they need to successfully perform management functions in a team-oriented environment at overseas posts. This one-week course is a prerequisite for entering the GSO course, PA221.

Participants learn to:

- Make sound management decisions based on regulations and resource availability.
- Explain and apply the basic principles and goals of ICASS.
- Describe the roles and responsibilities of the ICASS participants at post and in Washington.
- Evaluate management controls and ensure that appropriate controls are in place.
- Describe the role of the administrative section in achieving mission objectives.
- Apply the principles of planning and customer-focused management in the context of administrative work overseas.
- Anticipate and successfully manage change.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Financial Management
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Integrity/Honesty
- ✓ Interpersonal Skills
- ✓ Partnering

- ✓ Problem Solving
- ✓ Service Motivation
- ✓ Strategic Thinking
- ✓ Team Building
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Innovation
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Social Perceptiveness
- ✓ Teamwork

Audience:

Any employee going overseas to a first administrative, GSO, HR, or FMO officer assignment.

Prerequisite:

Complete familiarity with PCs, including Word and Excel Spreadsheet software.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/28/02	11/01/02	5 days	0001
12/02/02	12/06/02	5 days	0002
01/21/03	01/24/03	5 days	0003
02/24/03	02/28/03	5 days	0004
03/31/03	04/04/03	5 days	0005
05/05/03	05/09/03	5 days	0006
06/09/03	06/13/03	5 days	0007
07/14/03	07/18/03	5 days	0008
08/18/03	08/22/03	5 days	0009
09/22/03	09/26/03	5 days	0010
FY 04			
10/27/03	10/31/03	5 days	0001
12/01/03	12/05/03	5 days	0002
01/20/04	01/23/04	5 days	0003

Minimum/Maximum: 5/25

Tuition: \$730

CUSTOMER SERVICE TRAINING

Course Code PA143

Through this course, employees gain the skills necessary to successfully deal with their customers, including co-workers, other Department employees, members of the general public, and employees of other agencies. This course gives employees insight into why they react to others the way they do, so they can more effectively handle all kinds of customer service situations. (See also Managing Customer Service (PA123) in this section.)

Participants learn to:

- Identify their customers.
- Identify and respond appropriately to customer needs.
- Define what they can and cannot do to assist their customers.
- Identify their preferred style of dealing with people.
- Formulate a positive customer service philosophy and the strategies to carry it out successfully.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Customer Service
- ✓ Interpersonal Skills
- ✓ Service Motivation

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Professional Responsiveness

Audience:

All employees with the desire to strengthen their skills in serving customers effectively.

Special sessions are available upon request, when funded by the requesting bureau.

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
11/13/02	11/14/02	2 days	0001
02/27/03	02/28/03	2 days	0002
04/16/03	04/17/03	2 days	0003
06/04/03	06/05/03	2 days	0004
09/03/03	09/04/03	2 days	0005
FY 04			
11/12/03	11/13/03	2 days	0001

Additional dates to be determined.

Minimum/Maximum: 10/25

Tuition: \$290

CUSTOMER-FOCUSED MANAGEMENT

Course Code PA249

See FSN Training

DOMESTIC ADMINISTRATIVE OFFICERS SEMINAR

Course Code PA160

The seminar is designed to enrich the management skills and professional competencies of mid-level Department of State personnel assigned domestically. Through highly interactive lectures and discussions, written assignments, and class projects and presentations, participants increase their knowledge of the Department's

resource systems, develop their individual management and supervisory skills, and learn about a variety of administrative tasks and functions within the Department of State. The class is grounded in the concepts of customer-focused management and emphasizes the need to manage for results.

Participants learn to:

- Manage with a customer focus.
- Network to get things done in the Department.
- Present organized and succinct oral briefings.
- Write more effectively.
- Negotiate using principled negotiation skills.
- Conduct a management controls review.
- Work with both the Civil Service and Foreign Service personnel systems.
- Build positive work groups.
- Manage change and conflict in the workplace.
- Plan how to get the most out of personnel, budget, and procurement resource systems.
- Improve acquisitions and property management skills.
- Manage up, down, and across the organization.
- Manage administrative response to domestic crisis situations.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Conflict Management
- ✓ Continual Learning
- ✓ Creativity and Innovation
- ✓ Customer Service
- ✓ Decisiveness
- ✓ Financial Management
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Integrity/Honesty
- ✓ Interpersonal Skills
- ✓ Oral Communication

- ✓ Partnering
- ✓ Problem Solving
- ✓ Strategic Thinking
- ✓ Technical Credibility
- ✓ Written Communication

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Adaptability
- ✓ Innovation
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Oral Communication
- ✓ Performance Management and Evaluation
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Professional Standards
- ✓ Social Perceptiveness
- ✓ Teamwork
- ✓ Written Communication

Audience:

Mid-level Civil and Foreign Service personnel serving in administrative positions in regional or functional bureaus. Civil Service personnel in grade GS-11 to GS-14 and Foreign Service personnel with ranks of FS-4 to FS-2 are eligible.

Schedule:

9:00 a.m. to 4:00 p.m.

Three one-week sessions are held one week per month over three consecutive months.

Dates:

Begin	End	Length	Section
FY03			

01/13/03	03/14/03	3 weeks	0001
----------	----------	---------	------

(Session dates are 01/13/03-01/17/03;
02/10/03-02/14/03; 03/10/03-03/14/03)

FY04

Dates to be determined.

Minimum/Maximum: 12/20

Tuition: \$2,180

MANAGEMENT CONTROLS WORKSHOP

Course Code PA137

Concerned about management controls within your office? In this two-day workshop, participants learn what management controls are and how to apply them effectively in a variety of office operations. Students learn the legislative and regulatory foundation for management controls and the Department of State's management controls practices and structure. Through case studies, students identify common management controls failures. Participants complete a management controls review of a process in their home office.

Participants learn to:

- Identify management control failures using GAO standards and techniques as a guide.
- Structure a management controls review.
- Discover strengths and shortcomings of an office operation.
- Develop and implement a corrective action plan.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Integrity/Honesty
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Information Gathering and Analysis
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Problem Solving and Decision Making

Audience:

This workshop is for both domestic and overseas supervisors and managers of programs and operations.

Schedule:

9:00 a.m. to 4:00 p.m.

The morning of the second day is spent in the participant's home office conducting the management controls review.

Dates:

Begin	End	Length	Section
FY03			
11/18/02	11/19/02	2 days	0001
02/03/03	02/04/03	2 days	0002
05/12/03	05/13/03	2 days	0003
FY04			
11/17/03	11/18/03	2 days	0001

Additional dates to be determined.

Minimum/Maximum: 8/20

Tuition: \$290

MANAGEMENT CONTROLS WORKBOOK

Course Code PA164

See Self Study

MANAGING CUSTOMER SERVICE

Course Code PA123

This course is designed to enhance the skills of managers and supervisors responsible for initiating and implementing exceptional customer service for both internal and external customers. Course activities will help participants design and implement a successful customer service system, develop performance standards, measure progress in accomplishing goals and

standards, and train employees to implement established service standards. (See also Customer Service Training (PA143) in this section.)

Participants learn to:

- Develop a service profile for their organizational units based on the nature of the services provided.
- Write clear, concise, observable, and realistic performance standards.
- Plan systems that encourage a "customer friendly" work environment.
- Identify reasons for poor or inadequate service.
- Improve communication and team efforts to reverse poor or inadequate service.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Customer Service
- ✓ Interpersonal Skills
- ✓ Problem Solving
- ✓ Service Motivation

FS Precepts Addressed:

- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness

Audience:

All managers and supervisors at the GS-12 or FS-3 level and above who want to enhance their skills in managing with a customer focus.

Special sessions are available upon request when funded by the requesting bureau.

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
11/15/02	11/15/02	1 day	0001
04/18/03	04/18/03	1 day	0002
09/05/03	09/05/03	1 day	0003
FY 04			
11/14/03	11/14/03	1 day	0001

Additional dates to be determined.

Minimum/Maximum: 12/20

Tuition: \$150

POST LANGUAGE PROGRAM OFFICER COURSE

Course Code PLP100

See Language Studies

Financial Management

ACCOUNTING, VOUCHERING & CERTIFICATION

Course Code PA216

Through lecture, individual, and group exercises participants gain an operational knowledge of State Department accounting, including financial systems, funds control, accounting reports, fiscal coding, voucher processing with supporting documentation, and certifying officer responsibilities. It also includes an overview of the other service agencies accounting functions. Students are given hands-on practice in coding common overseas expenses, managing funds control, and identifying correctly and incorrectly prepared vouchers. This course is embedded in the Financial Management Officer's Course (PA211).

Participants learn to:

- Control funds and read and interpret FSC accounting reports.
- Read, write, and interpret fiscal accounting codes for the Department of State and other serviced agencies.
- Establish and maintain appropriate certification and management control systems to ensure against waste, fraud, and mismanagement.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Financial Management
- ✓ Integrity/Honesty
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Operational Effectiveness
- ✓ Professional Expertise Responsiveness
- ✓ Professional Standards
- ✓ Technical Skills
- ✓ Management of Resources

Audience:

Personnel assigned to Administrative or Financial Management Officer duties at overseas posts, senior FSNs, and other Department of State direct-hire personnel who will be designated as principal certifying officer or alternate certifying officer. (Please note that FSN enrollment requires the prior approval of the course manager.)

Prerequisite:

Basic familiarity with Windows, Word, and Excel.

Schedule:

9:00 a.m. to 4:00 p.m., Room F4207.
Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
11/12/02	11/15/02	4 days	0001
02/24/03	02/28/03	5 days	0002
06/16/03	06/20/03	5 days	0003
08/18/03	08/22/03	5 days	0004
FY 04			
10/20/03	10/24/03	5 days	0001
Additional dates to be determined.			

Minimum/Maximum: 6/24

Tuition: \$730

CFMS SYSTEM OVERVIEW & ORIENTATION (SO)

Course Code PA150

Employees gain the basic skills necessary to use the Department of State's Central Financial Management System (CFMS). The course introduces CFMS and provides a general overview of the system. During the course, students access a sample CFMS database, work through various exercises, and produce basic RMS reports. This course is a pre-requisite for all other CFMS courses offered.

Participants learn to:

- Identify the basic features of CFMS.
- Enter data into CFMS by processing documents.
- Access and use CFMS tables and documents.
- Identify the kind of data included on various CFMS tables.
- Modify and process data already in CFMS tables.
- Generate and print basic RMS reports.

OPM Competencies Addressed:
✓ Technical Credibility

Audience:

Any employee who needs to enter data into CFMS or simply access various kinds of information by reviewing its tables or RMS reports.

Schedule:

9:00 a.m. to 4:00 p.m.
Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
10/17/02	10/18/02	2 days	0001
10/21/02	10/22/02	2 days	0002
04/07/03	04/08/03	2 days	0003
04/09/03	04/10/03	2 days	0004
08/14/03	08/15/03	2 days	0005
08/18/03	08/19/03	2 days	0006
FY 04			
12/09/03	12/10/03	2 days	0001
12/11/03	12/12/03	2 days	0002
Additional dates to be determined.			

Minimum/Maximum: 6/22

Tuition: \$290

CFMS BUDGET EXECUTION (BE)

Course Code PA151

This training teaches employees how CFMS supports bureaus with spending authority at the allotment, allotment/function, and operating allowance levels. During the course, students access a sample CFMS database and work through various exercises.

Participants learn to:

- Describe the difference between allotments and operating allowances and identify the ways in which CFMS supports bureaus with each type of authority.

- Access and use application and reference tables to support budget activities.
- Enter, approve, and modify allotment transactions.
- Print on-demand advices of allotment or operating allowance, and telegraphic advices of allotment.
- Enter, approve, and modify suballocation and operating allowance transactions.

OPM Competencies Addressed:

- ✓ Technical Credibility

Audience:

Any employee who needs to enter or track an organization's funds at the allotment, allotment/function, suballocation, and/or operating allowance levels.

Prerequisite:

CFMS System Overview and Orientation (SO) (PA150).

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY03			
10/31/02	11/01/02	2 days	0001
04/17/03	04/18/03	2 days	0002
08/28/03	08/29/03	2 days	0003
FY04			
01/08/04	01/09/04	2 days	0001

Additional dates to be determined.

Minimum/Maximum: 6/22

Tuition: \$290

CFMS REQUISITION DOCUMENTS (RQ)

Course Code PA153

This training teaches employees how to process CFMS requisition documents and how to use RMS to print related reports. During the course, students access a sample CFMS database and work through various exercises.

Participants learn to:

- Describe the difference between a commitment and an obligation and how CFMS links the two functions.
- Create, modify, delete, and print requisition documents.
- Verify and track the status of requisition documents and available funds using CFMS tables and system-generated reports.
- Generate and print related RMS reports.

OPM Competencies Addressed:

- ✓ Technical Credibility

Audience:

Any employee who needs to process or track an organization's commitments (requisitions) and/or obligations.

Prerequisite:

CFMS System Overview and Orientation (SO) (PA150).

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY03			
10/23/02	10/24/02	2 days	0001
04/09/03	04/10/03	2 days	0002
08/20/03	08/21/03	2 days	0003

Begin	End	Length	Section
FY 04			
12/15/03	12/16/03	2 days	0001
Additional dates to be determined.			

Minimum/Maximum: 6/22

Tuition: \$290

CFMS MISCELLANEOUS OBLIGATIONS (MO)

Course Code PA154

This training teaches employees about the various types of obligations processed by CFMS and the source documents that support these transactions. During the course, students access a sample CFMS database and work through various exercises. They also learn how to use RMS to produce appropriate reports.

Participants learn to:

- Create and modify purchase orders, blanket agreements, payroll obligations, and miscellaneous purchases.
- Print obligation documents immediately (using the on-demand print function).
- Verify and track the status of obligations through on-line inquiries and system-generated reports.
- Generate and print appropriate RMS reports.

OPM Competencies Addressed:

- ✓ Technical Credibility

Audience:

Any employee who needs to enter, process, or track the status of an organization's obligations.

Prerequisites:

CFMS System Overview and Orientation (SO) (PA150).

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
10/25/02	10/28/02	2 days	0001
04/11/03	04/14/03	2 days	0002
08/22/03	08/25/03	2 days	0003
FY 04			
12/17/03	12/18/03	2 days	0001
Additional dates to be determined.			

Minimum/Maximum: 6/22

Tuition: \$290

CFMS TRAVEL ORDERS (TO)

Course Code PA155

This training teaches employees to understand and work with the CFMS travel order process and produce related RMS reports. During the course, students access a sample CFMS database and work through various exercises.

Participants learn to:

- Prepare, process, and revise CFMS travel order data.
- Print CFMS travel orders.
- Verify and track travel order and travel advance data through on-line inquiries.
- Generate and print travel related RMS reports.

OPM Competencies Addressed:

- ✓ Technical Credibility

Audience:

Any employee who needs to enter, process, or track travel order data using CFMS.

Prerequisite:

CFMS System Overview (SO) (PA150).

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
10/29/02	10/30/02	2 days	0001
04/15/03	04/16/03	2 days	0002
08/26/03	08/27/03	2 days	0003
FY 04			
01/06/04	01/07/04	2 days	0001

Additional dates to be determined.

Minimum/Maximum: 6/22**Tuition:** \$290**FINANCIAL MANAGEMENT FOR LOCALLY EMPLOYED STAFF**

Course Code PA210

Students learn the basic financial management skills as practiced in an overseas environment at foreign missions, as well as the fundamentals of Federal Appropriation Law. The course includes the five-day module Accounting, Vouchering, and Certification (PA216), the four-day module Principles of Appropriation Law (PA215), and the four-day module Working with ICASS (PA214).

Participants learn to:

- Apply the principles of Federal Appropriation Law.
- Apply the Department of State and other USG Agency basic budgetary authorities.
- Understand the Strategic Planning Process.
- Plan and submit budgets.

- Learn Department of State accounting policies and procedures.
- Review the rudiments of fiscal coding.
- Apply the basics of funds control.
- Interpret and apply travel regulations.
- Apply the concepts of simplified acquisitions and contracts.
- Manage Official Residence Expense and representation funds.
- Understand the principles of management controls and ethics.
- Become familiar with Public Diplomacy Grants.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Customer Service
- ✓ Financial Management
- ✓ Problem Solving
- ✓ Technical Credibility
- ✓ Technical Management
- ✓ Integrity/Honesty
- ✓ Decisiveness
- ✓ Team Building
- ✓ Partnering

FS Precepts Addressed:

- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Problem Solving and Decision Making
- ✓ Professional Standards
- ✓ Professional Expertise and Responsiveness
- ✓ Professional Standards
- ✓ Teamwork
- ✓ Technical Skills

Audience:

Senior level LES Financial Management Specialist. Eligible Family Members (EFMs) who will assume a broad range of financial management responsibilities. Accounting Supervisors at mid-to-large size missions. FSN enrollment requires the prior approval of the FMO Course Manager.

Prerequisite:

Fluency in both spoken and written English.
Working knowledge with Windows, Word, and Excel.

Schedule:

9:00 a.m. to 4:00 p.m., Room F4207.

Dates:

Begin	End	Length	Section
FY03			
04/14/03	05/09/03	4 weeks	0001
FY04			

Additional dates to be determined.

Minimum/Maximum: 10/24

Tuition: \$2,920

FINANCIAL MANAGEMENT OFFICER'S COURSE (OVERSEAS)

Course Code PA211

Through lectures, discussions, individual and group exercises, self-study, and role-plays, participants learn the fundamentals of financial management as practiced at Foreign Service posts abroad and the basics of the legislative/budgetary process in Washington. The course includes the five-day module Accounting, Vouchering & Certification (PA216), the five-day module Supervising a Cashier (PA217), the four-day module Working with ICASS (PA214), and the four-day module Appropriation Law (PA215).

Participants learn to:

- Apply the principles of Appropriation Law.
- Apply Department of State and other agency basic budgetary authorities.
- Use State Department accounting systems and operations.
- Use accounting systems for funds control.

- Manage budget execution.
- Manage cashier operations at post.
- Interpret and apply travel regulations and overseas allowances.
- Work with ICASS.
- Plan and submit budgets.
- Apply concepts of simplified acquisitions and contracts.
- Manage official residence expenses and representation funds.
- Ensure management controls are integrated throughout the financial management function.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Financial Management
- ✓ Human Resource Management
- ✓ Integrity/Honesty
- ✓ Interpersonal Skills
- ✓ Partnering
- ✓ Problem Solving
- ✓ Service Motivation
- ✓ Team Building
- ✓ Technical Credibility
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise and Responsiveness
- ✓ Professional Standards
- ✓ Teamwork
- ✓ Technical Skills

Audience:

New Financial Management Officers, personnel assigned to overseas positions that include the financial management

portfolio, and Senior-level FSNs newly assigned to positions that carry a broad range of financial management responsibilities. (Please note that FSN enrollment requires the prior approval of the course manager.)

Prerequisite:

Basic familiarity with Windows, Word, and Excel.

Schedule:

9:00 a.m. to 4:00 p.m., Room F4207.

Dates:

Begin FY 03	End	Length	Section
11/04/02	12/20/02	7 weeks	0001
02/18/03	04/04/03	7 weeks	0002
06/09/03	07/25/03	7 weeks	0003
08/11/03	09/26/03	7 weeks	0004
FY 04			
10/14/03	12/05/03	8 weeks*	0001

(*additional week to make-up for holidays)
Additional dates to be determined.

Minimum/Maximum: 6/24

Tuition: \$5,820

HOW TO BE A CERTIFYING OFFICER

Course Code PA291

See Self Study

ICASS EXECUTIVE SEMINAR

Course Code PA245

Through lectures and group discussions participants learn the principles of the International Cooperative Administrative Support Services system (ICASS), which is used to manage administrative support services shared among USG agencies at

overseas posts. (See also Working with ICASS (PA214)).

Participants learn to:

- Explain the basic principles and goals of ICASS.
- Describe the roles and responsibilities of the ICASS participants at the post and Washington levels.
- Implement customer service practices.
- List types of financial management information which are available from the ICASS cost distribution software.

OPM Competencies Addressed:

- ✓ Financial Management
- ✓ Service Motivation
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Management of Resources
- ✓ Professional Responsiveness

Audience:

State and other agency personnel assigned to management positions which require a general understanding of ICASS goals and objectives.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin FY 03	End	Length	Section
10/23/02	10/23/02	1 day	0001
01/15/03	01/15/03	1 day	0002
06/03/03	06/03/03	1 day	0003
07/16/03	07/16/03	1 day	0004
09/24/03	09/24/03	1 day	0005

Begin	End	Length	Section
FY04			
10/08/03	10/08/03	1 day	0001
12/10/03	12/10/03	1 day	0002

Additional dates to be determined.

Minimum/Maximum: 6/20

Tuition: \$150

PRINCIPLES OF APPROPRIATION LAW

Course Code PA215

Through lectures and discussions, exercises, and case studies, participants learn the fundamentals of Appropriation Law and its impact on federal agencies' funding and spending authorities. The course provides the legal framework for agencies' use of appropriations approved by Congress with regard to purpose, time, and amount. The course is developed around decisions made and issued by the Comptroller General. Most sessions of this course are embedded in the Financial Management Officer's Course (PA211), but separate enrollment is permitted when space is available.

Participants learn to:

- Apply legal requirements for appropriations with regard to purpose, time, and amount.
- Recognize legal liabilities of accountable officers.
- Research and interpret Comptroller General decisions.

OPM Competencies Addressed:

- ✓ Financial Management
- ✓ Technical Credibility
- ✓ Integrity/Honesty
- ✓ Problem solving

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Problem Solving and Decision Making
- ✓ Information Gathering/Analysis

Audience:

Personnel assigned to domestic and overseas financial management or administrative officer positions. (Please note that FSN enrollment requires the prior approval of the course manager.)

Schedule:

8:30 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY03			
11/05/02	11/08/02	4 days	0001
01/14/03	01/17/03	4 days	0002
02/18/03	02/21/03	4 days	0003
06/10/03	06/13/03	4 days	0004
08/12/03	08/15/03	4 days	0005
FY04			
10/14/03	10/17/03	4 days	0001

Additional dates to be determined.

Minimum/Maximum: 6/24

Tuition: \$580

SUPERVISING A CASHIER

Course Code PA217

Through lectures, discussions, and individual exercises, participants gain operational knowledge of how to supervise an overseas Class B cashier operation, including physical security, cashier selection/designation, subcashier designation and oversight, Automated Cashier System (ACS) operation, banking arrangements, and control of consular collections. Students are given hands-on experience performing the supervisor's unannounced verification of funds and using the Automated Cashiering System. This course is embedded in the Financial Management Officer's Course (PA211) but separate enrollment is permitted when space is available.

Participants learn to:

- Create the proper physical and operational environment to protect cashier funds from loss or abuse.
- Control consular collections.
- Perform their responsibilities under ACS.
- Unannounced cash verification and conduct a cashier reconciliation.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Customer Service
- ✓ Financial Management
- ✓ Integrity/Honesty
- ✓ Technical Credibility
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Job Information
- ✓ Operational Effectiveness
- ✓ Professional Expertise and Responsiveness
- ✓ Professional Standards
- ✓ Technical Skills
- ✓ Management of Resources

Audience:

Personnel assigned to Administrative or Financial Management Officer duties at overseas posts and other State personnel who will be supervising a Class B cashier.

Prerequisite:

Basic familiarity with Windows, Word, and Excel.

Schedule:

9:00 a.m. to 4:00 p.m., Room F4207.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
11/18/02	11/22/02	5 days	0001
03/03/03	03/07/03	5 days	0002
06/23/03	06/27/03	4 days	0003
08/25/03	08/29/03	5 days	0004
FY 04			
10/27/03	10/31/03	5 days	0001

Additional dates to be determined.

Minimum/Maximum: 6/24

Tuition: \$730

TRAINING FOR OVERSEAS CASHIERS (CD-ROM VERSION)

Course Code PA295

See Distance Learning

This course is administered by the regional Financial Service Centers.

TRAINING FOR OVERSEAS CASHIER SUPERVISORS

Course Code PA294

See Self Study

TRAINING FOR OVERSEAS VOUCHER EXAMINERS

Course Code PA200

See Self Study

WORKING WITH ICASS

Course Code PA214

Through lectures and discussions, computer exercises, self-study, and simulations, participants learn the principles and mechanics of the International Cooperative Administrative Support Services system (ICASS), which is used abroad to manage administrative support services shared among USG agencies. This course is embedded in the Financial Management Officer's Course (PA211) and is also offered as a separate course.

Participants learn to:

- Discuss and apply the principles of ICASS.
- Explain the roles and responsibilities of ICASS participants at home and abroad.
- Practice techniques for conducting effective meetings.
- Apply the principles of planning and customer-focused management in the context of administrative work overseas.
- Use ICASS software to perform what-if scenarios.
- Administer mechanisms for sharing the cost of common administrative support services at FS posts.
- Formulate a budget using ICASS software.
- Research and interpret financial

information which is available from the ICASS cost distribution software.

- Write/Revise effective service performance standards.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Customer Service
- ✓ Financial Management
- ✓ Partnering
- ✓ Service Motivation
- ✓ Technical Credibility
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Management of Resources
- ✓ Performance Management and Evaluation
- ✓ Professional Responsiveness
- ✓ Technical Skills
- ✓ Job Information
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise
- ✓ Teamwork

Audience:

Personnel assigned to Administrative or Financial Management Officer duties at overseas posts, Senior FSNs/PSCs, and other State personnel who work directly with ICASS, and other agency personnel whose duties require in-depth knowledge of ICASS operations and the ICASS cost distribution software. (See also ICASS Executive Seminar (PA245).) (Please note that FSN enrollment requires the prior approval of the course manager.)

Prerequisite:

Basic familiarity with Windows software.

Schedule:

9:00 a.m. to 4:00 p.m., Room F4207.

Enrollment closes five working days before class start date.

Dates:

Begin FY 03	End	Length	Section
11/05/02	11/08/02	4 days	0001
12/03/02	12/06/02	4 days	0002
02/18/03	02/21/03	4 days	0003
03/18/03	03/21/03	4 days	0004
06/10/03	06/13/03	4 days	0005
07/08/03	07/11/03	4 days	0006
08/12/03	08/15/03	4 days	0007
09/02/03	09/05/03	4 days	0008
FY04			
10/14/03	10/17/03	4 days	0001
11/10/03	11/14/03	4 days	0002

Additional dates to be determined.

Minimum/Maximum: 12/24

Tuition: \$580

General Services Operations and Acquisition Management

BASIC NEPA RECORD KEEPING, OVERSEAS OPERATIONS

Course Code PA226

See Distance Learning

CONTRACTING OFFICER REPRESENTATIVE TRAINING (PRE-AWARD)

Course Code PA174

This course is an introduction to the duties of a Contracting Officer Representative (COR) during the pre-solicitation, solicitation, evaluation, and negotiation stages of procurement (also known as the pre-award phase).

Participants learn to:

- Identify how program officers and CORs interact with contracting personnel during the pre-award phase.
- Identify the roles and responsibilities of the COR during the pre-award phase.
- Use Federal and Departmental regulations governing procurement.
- Describe the characteristics of a performance-based Statement of Work.
- Identify and use the Department's guidance for CORs.
- Identify and avoid potential conflicts of interest and other ethics issues.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Continual Learning
- ✓ Creativity and Innovation
- ✓ Integrity/Honesty
- ✓ Problem Solving
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness
- ✓ Technical Skills

Audience:

Recommended for current and future CORs, program officers, and others participating in the pre-award phase of procurement.

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY03			
11/04/02	11/06/02	3 days	0001
01/27/03	01/29/03	3 days	0002
03/03/03	03/05/03	3 days	0003
07/21/03	07/23/03	3 days	0004
FY04			
11/03/03	11/05/03	3 days	0001

Additional dates to be determined.

Minimum/Maximum: 8/25

Tuition: \$440

CONTRACTING OFFICER REPRESENTATIVE TRAINING (POST AWARD)

Course Code PA175

This course is an introduction to the duties of a Contracting Officer Representative (COR) during contract administration (also known as the post-award phase).

Participants learn to:

- Identify how program officers and CORs interact with contracting personnel during contract administration.
- Describe the training and appointment requirements for Departmental CORs.
- Identify the roles and responsibilities of the COR during contract administration.
- Use Federal and Departmental regulations governing contract administration.
- Identify and use the Department's guidance for CORs.
- Identify and avoid potential conflicts of interest and other ethics issues.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Continual Learning
- ✓ Creativity and Innovation

- ✓ Integrity/Honesty
- ✓ Problem Solving
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness
- ✓ Technical Skills

Audience:

Recommended for current and future CORs, program officers, and others participating in contract administration.

Prerequisite:

Contracting Officer Representative Training (Pre-Award) (PA174).

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY03			
11/07/02	11/08/02	2 days	0001
01/30/03	01/31/03	2 days	0002
03/06/03	03/07/03	2 days	0003
07/24/03	07/25/03	2 days	0004
FY04			
11/06/03	11/07/03	2 days	0001

Additional dates to be determined.

Minimum/Maximum: 8/25

Tuition: \$290

CONTRACTING OFFICER REPRESENTATIVE UPDATE

Course Code PA173

This workshop is recommended for Contracting Officer Representatives (CORs) who have not attended a COR class within two years.

Participants learn to:

- Interpret recent changes to Federal procurement law.
- Describe recent revisions to Departmental procurement and logistics procedures.
- Implement contract changes and terminations.
- Implement contract management techniques.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Continual Learning
- ✓ Creativity and Innovation
- ✓ Technical Credibility
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Innovation
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Professional Responsiveness
- ✓ Technical Skills

Audience:

CORs and program managers whose original training was two or more years prior to this workshop.

Prerequisite:

Previous COR Training. (Contracting Officer Representative for Construction Projects (PA125), Contracting Officer Representative (Pre-Award) (PA174), Contracting Officer Representative (Post Award) (PA175), or equivalent.)

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin FY 03	End	Length	Section
12/02/02	12/02/02	1 day	0001
08/11/03	08/11/03	1 day	0002
FY 04			
12/01/03	12/01/03	1 day	0001

Additional dates to be determined.

Minimum/Maximum: 7/25

Tuition: \$150

FSN COMMERCIAL ACQUISITIONS

Course Code PA247

A seven-day class (five classroom sessions the first week, followed by two directed consultation days the second week) for Locally Engaged Staff whose duties include procurement of goods and services up to the simplified acquisition threshold of \$100,000 (or \$5 million for "commercial items"). Instructors introduce students to the regulations and guide them through lectures, readings, student presentations, and other practical exercises. This workshop is the equivalent of the first week of the four-week acquisition module in the GSO course (PA221). Note: This course can be substituted for the 40 hours of commercial training required by A/OPE in order to request an individual purchase card transaction limit of up to \$25,000.

Participants learn to:

- Prepare a variety of procurement documents, including requisitions, purchase orders, blanket purchase agreements, and "commercial items" solicitations.

- Identify procurements that can be made using the government-wide commercial purchase card.
- Apply federal procurement policies overseas.

Audience:

The target audience for this course is primarily Foreign Service Nationals who have procurement responsibilities in their work requirements. The material covered is equivalent to that of the first week of the four-week acquisitions module of the GSO courses (General Service Operations (PA221) and Overseas Contractor Officer Warrant Training (PA223)).

Prerequisite:

English at 4/4 level; students should be familiar with English vocabulary used in the business environment.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
06/09/03	06/13/03	7 days	001

Minimum/Maximum: 10/20

Tuition: \$1,020

FSN TRANSPORTATION WORKSHOP

Course Code PA250

This five-day workshop is designed to provide Foreign Service National supervisors involved in transportation and shipping with the basic knowledge and skills that they will need to successfully supervise and manage transportation functions in a team-oriented environment at overseas posts.

Participants learn to:

- Identify various types of shipments.
- Define commonly used shipping and transport terminology.
- Identify the weight allowance for each type of shipment (HHE, UAB, Consumables, and Layette).
- Understand the role of the European Logistical Support Office, Dispatch Agent, and Consolidated Receiving Point.
- Describe the procedures to be followed for an overweight shipment before the shipment leaves post.
- Assist employees in the completion of DS1620s and supporting documentation for filing a claim.
- Prepare a cost constructive analysis of transportation costs.
- Describe special considerations concerning the shipment of pets, motor vehicles, alcohol, and firearms.
- Give employees advice on how to prepare for moving day, including the importance of inventories and insurance considerations.
- Understand the difference between the *International Through Government Bill of Lading* method of shipment and the *Pack and Cruise* method of shipment.
- Given shipment summaries and standard shipping cables, answer the following questions: What does the shipment contain? Where is the shipment now? How long will it be before it reaches post?

Audience:

Foreign Service Employees involved in GSO management and in transportation and shipping operations

Prerequisite:

English at the 4/4 level. Complete familiarity with PCs, including word processing and Excel spreadsheet software.

Schedule:

Workshop scheduled annually in each geographic region via cable

Minimum/Maximum: 20/40

Tuition: \$730

CONTRACT ADMINISTRATION WORKSHOP

Course Code PA252

This workshop covers issues arising after the contract or purchase order is awarded. It covers the basics of planning for contract administration, contract modifications, options, inspection, acceptance, handling unsatisfactory performance, and contract closeout procedures.

Audience:

The course is designed primarily for FSNs although FSOs may also attend.

Prerequisite:

Completion of the Commercial Items Acquisition Workshop is preferable, although not required. First priority will be given to individuals who perform acquisition functions.

Schedule:

Seven (7) days for the Washington session and five (5) days for the regional workshops.

Dates:

A/OPE announces yearly offerings in a cable. Dates and locations vary from year to year. One session will be held at the Shultz Center, which includes two days for consultation.

Minimum/Maximum: 15/20

Tuition: \$1,740

GENERAL SERVICES OPERATIONS

Course Code PA221

This course provides basic training in overseas general services operations. Instructors introduce students to the applicable regulations and procedures and guide them through case studies, role-plays, and other practical exercises in five areas: general management issues; acquisition; real property management; security, travel and transportation; and property management. Successful completion of the acquisition portion of the course qualifies students for the standard overseas contracting officer's name warrant issued by A/OPE. Students will be expected to use computers to prepare a variety of documents and to access on-line versions of various regulations during training. The eleven-week GSO program includes this ten-week course and the prerequisite Basic Administrative Management Course (PA224).

In some cases, individuals may need only one or two segments of the course. Dates for the segments are as follows:

Acquisitions: 10/07/02-11/01/02; 12/16/02-01/24/03; 03/10/03-04/04/03; 05/19/03-06/13/03; 07/28/03-08/22/03; 10/06/03-10/31/03; 12/15/03-01/23/04.

Real Estate: 11/04/02-11/15/02; 01/27/03-02/07/03; 04/07/03-04/18/03; 06/16/03-6/27/03; 08/25/03-09/05/03; 11/03/03-11/14/03.

Property Management: 11/18/02-11/29/02; 02/10/03-02/21/03; 04/21/03-05/02/03; 06/30/03-07/11/03; 09/08/03-09/19/03; 11/17/03-11/28/03.

Security, Travel and Transportation: 12/02/02-12/06/02; 02/24/03-02/28/03; 05/05/03-05/09/03; 07/14/03-07/18/03; 09/22/03-09/26/03; 12/01/03-12/05/03.

Tools for Administration Management:

09/30/02-10/04/02; 12/09/02-12/13/02;
03/03/03-03/07/03; 05/12/03-05/16/03;
07/21/03-07/25/03; 09/29/03-10/03/03;
12/08/03-12/12/03.

To enroll in segments of the course, please fax a completed DS-755 indicating course code PA221, the required segments, and dates to the Administrative Training Division at (703) 302-3099.

Participants learn to:

- Manage the functions of the General Services Office at overseas posts.
- Supervise personnel in a multicultural environment.
- Apply applicable regulations to administrative operations.
- Apply the customer focused principles of ICASS in managing General Services activities.
- Identify and correct material weaknesses in support services.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Conflict Management
- ✓ Continual Learning
- ✓ Creativity and Innovation
- ✓ Customer Service
- ✓ Decisiveness
- ✓ Entrepreneurship
- ✓ Financial Management
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Influencing/Negotiating
- ✓ Integrity/Honesty
- ✓ Oral Communication
- ✓ Partnering
- ✓ Problem Solving
- ✓ Service Motivation
- ✓ Team Building
- ✓ Technical Credibility
- ✓ Technology Management
- ✓ Written Communication

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Adaptability
- ✓ Critical Thinking
- ✓ Innovation
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Oral Communication
- ✓ Performance Management and Evaluation
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness
- ✓ Social Perceptiveness
- ✓ Support for EEO
- ✓ Teamwork
- ✓ Technical Skills
- ✓ Written Communication

Audience:

Any employee who is going overseas to a General Services Officer or Facilities Manager assignment. FSNs at the FSN-7 level and above who have broad management and supervisory responsibilities for general services functions at post are welcome to enroll in the entire GSO Course or segments of the course that apply to their areas of responsibility.

Prerequisite:

Basic Administrative Management (PA224); Complete familiarity with PCs including Windows, Word, Excel, and the Internet. FSNs must have professional-level competency in both spoken and written English at the 4/4 level.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/04/02	01/24/03	10 weeks	0001
12/09/02	02/28/03	10 weeks	0002
01/27/03	04/04/03	10 weeks	0003
03/03/03	05/09/03	10 weeks	0004
04/07/03	06/13/03	10 weeks	0005
05/12/03	07/18/03	10 weeks	0006
06/16/03	08/22/03	10 weeks	0007
07/21/03	09/26/03	10 weeks	0008
08/25/03	10/31/03	10 weeks	0009
09/29/03	12/05/03	10 weeks	0010
FY04			
11/03/03	01/23/04	10 weeks	0001
12/08/03	02/27/04	10 weeks	0002

Minimum/Maximum: 540

Tuition: \$7,270

HOW TO BE A CONTRACTING OFFICER'S REPRESENTATIVE

Course Code PA130

See Self Study

HOW TO WRITE A STATEMENT OF WORK

Course Code PA134

See Self Study

INTRODUCTION TO SIMPLIFIED ACQUISITIONS AND REQUISITIONS OVERSEAS

Course Code PA222

See Self Study

NEPA TRAINING, DOMESTIC OPERATIONS

Course Code PA129

Employees learn how to use the Department of State's Non-expendable Property Application (NEPA) as an effective record keeping tool to help manage non-expendable property. During the course, students access a sample NEPA database and work through numerous hands-on exercises.

Participants learn to:

- Establish, update, and dispose of property records.
- Produce relevant NEPA reports.
- Enter scanned inventory data into NEPA.
- Reconcile inventory results with the NEPA database.

OPM Competencies Addressed:

- ✓ Technical Credibility

Audience:

Any employee who will use NEPA to keep track of a bureau's property. Also helpful for principal custodial officers.

Prerequisite:

Property Management for Custodial Officers (PA135).

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY03			
01/27/03	01/31/03	5 days	0001
07/28/03	08/01/03	5 days	0002
FY04			
02/02/04	02/06/04	5 days	0001

Additional dates to be determined.

Minimum/Maximum: 8/22

Tuition: \$730

PROPERTY MANAGEMENT FOR CUSTODIAL OFFICERS

Course Code PA135

This course teaches employees to manage and control property owned by the Department of State. It provides them with knowledge of the regulations, management control requirements, and correct procedures for tracking property.

Participants learn to:

- Describe the responsibilities of a bureau accountable property officer and custodial officers.
- Document the receipt, issuance/loan, loss, damage, theft, and excessing of accountable property.
- Determine which items to track in the Department's Non-expendable Property Application (NEPA).
- Use scanning equipment to take an automated inventory.
- Obtain information using various standard NEPA reports — both basic and reconciliation reports.
- Describe the content and significance of the annual Certification of Inventory Reconciliation.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Technical Credibility

Audience:

Domestically based employees who have property management responsibilities as part of their regular duties, especially those serving as principal or area custodial officers.

Schedule:

9:00 a.m. to 4:00 p.m.

Enrollment closes five working days before class start date.

Dates:

Begin	End	Length	Section
FY 03			
10/24/02	10/25/02	2 days	0001
02/06/03	02/07/03	2 days	0002
06/19/03	06/20/03	2 days	0003
FY 04			
10/09/03	10/10/03	2 days	0001
Additional dates to be determined.			

Minimum/Maximum: 8/20

Tuition: \$290

PURCHASE CARD SELF-CERTIFICATION TRAINING

Course Code PA297

See Distance Learning

Human Resource Management

ADVANCED HUMAN RESOURCE MANAGEMENT WORKSHOP

Course Code PA234

This two-week workshop provides an opportunity for experienced practitioners to increase their technical knowledge, share best practices, and learn about developments in the field of human resource management. Through presentations by subject matter experts, case studies, group exercises, and role-plays, participants will be able to improve problem solving and counseling skills.

Participants learn to:

- Develop a post training program, with emphasis on preparing individual development plans, coaching, facilitating seminars, and counseling employees.

- Build positive and effective professional relationships throughout the Department in order to meet the needs of customers.
- Apply the principles of FSN classification and compensation to complex FSN issues.
- Identify best practices for resolving problem areas in the maintenance of the American Personnel system.
- Manage local employment programs at post.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Service Motivation
- ✓ Team Building
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness and Expertise
- ✓ Professional Standards
- ✓ Teamwork
- ✓ Technical Skills

Audience:

American Administrative and Human Resource Officers who have served at least one tour as a Human Resource Officer and Senior Locally Employed Staff Human Resource Managers (FSN-9 or higher) with several years experience.

Prerequisite:

English at the 4/4 level. Human Resource Management Course (PA231) and one to three years of experience working in U.S.

Government human resource administration or FSN Classification & Compensation (PA232) and three to five years of experience working in U.S. Government human resource administration. Must have a very good working knowledge of the Department's human resource regulations.

Schedule:

9:00 a.m. to 4:15 p.m., Room F4145.

Dates:

Workshop dates will be announced via cable.

Minimum/Maximum: 12/24

Tuition: \$1,450

AMERICAN HUMAN RESOURCE MANAGEMENT

Course Code PA235

This course provides in-depth operational knowledge of the American Foreign Service Human Resource System. Through subject matter expert presentation, group discussion, simulations, and case studies, students are provided the opportunity for hands-on practice in specific areas of human resource management. Topics include resources management, recruitment, employment programs, assignments, employee relations, performance evaluation, allowances and benefits, crisis management, conflict management, Equal Employment Opportunity, diversity, and ICASS. (This course is a module in the full seven-week Human Resource Management Course (PA231).)

Participants learn to:

- Demonstrate an understanding of the role and responsibilities of an overseas human resource officer.
- Manage the functions of an overseas

human resource program for Foreign Service employees.

- Communicate effectively to counsel and motivate staff.
- Implement post human resource policies.
- Interpret and apply the laws, regulations, and procedures governing the Foreign Service human resource system.
- Interpose appropriate management controls to post human resource operations.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Resilience
- ✓ Service Motivation
- ✓ Team Building
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness and Expertise
- ✓ Professional Standards
- ✓ Support for EEO
- ✓ Teamwork
- ✓ Technical Skills

Audience:

Human Resource Officers, Administrative Officers, Locally Employed Staff (with the prior approval of the course manager), and Civil Service employees who will manage the

human resource activities at post for American Foreign Service employees assigned overseas.

Prerequisite:

English at the 4/4 level. Basic computer skills, including word processing skills, and knowledge and use of Intranet/Internet. Locally Employed Staff should be familiar with embassy and Human Resource operations and have at least one year's experience at the FSN-7 level. This course does not teach basic Human Resource clerical skills.

Schedule:

9:00 a.m. to 4:15 p.m., Room F4145.

Dates

Begin	End	Length	Section
FY 03			
11/04/02	11/22/02	3 weeks	0001
02/18/03	03/07/03	3 weeks	0002
04/21/03	05/09/03	3 weeks	0003
06/23/03	07/11/03	3 weeks	0004
FY 04			
10/14/03	10/31/03	3 weeks	0001

Minimum/Maximum: 12/24

Tuition \$2,180

FSN POSITION CLASSIFICATION AND COMPENSATION

Course Code PA232

This course uses subject matter expert presentations, role plays, individual and group problem solving exercises, and case studies to expose students to a high level of technical knowledge in position classification (including Computer Assisted Job Evaluation (CAJE)) and compensation (including off-the-shelf surveys.) There is considerable hands-on practice in

classifying all types of positions. At the completion of the course, participants will possess the skills necessary to classify Foreign National positions and compute salary schedules. (This course is a module in the full seven-week Human Resource Management Course (PA231).)

Participants learn to:

- Classify positions.
- Write position descriptions.
- Conduct desk and supervisory audits.
- Maintain the FSN classification system.
- Identify, describe, and discuss the structure of local compensation plans.
- Describe and discuss the various types of FSN employee benefits.
- Compute salary schedules.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Decisiveness
- ✓ Human Resource Management
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Job Information
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise
- ✓ Technical Skills

Audience:

Human Resource officers, Administrative Officers, Locally Employed Staff human resource assistants and specialists (with the prior approval of the course manager), Civil Service employees, and personnel from other foreign affairs agencies who handle classification and compensation issues for locally employed staff.

Prerequisite:

English at the 4/4 level. Basic computer skills, including word processing skills, spreadsheet, and knowledge and use of Intranet/Internet. Locally Employed Staff should be familiar with post and Human

Resource operations and have at least one year's experience at the FSN-7 level. This course does not teach basic Human Resource clerical skills.

Schedule:

9:00 a.m. to 4:15 p.m., Room F4145.

Dates:

Begin	End	Length	Section
FY03			
12/09/02	12/20/02	2 weeks	0001
03/24/03	04/04/03	2 weeks	0002
05/27/03	06/06/03	2 weeks	0003
07/28/03	08/08/03	2 weeks	0004
FY04			
11/17/03	11/28/03	2 weeks	0001
12/08/03	12/19/03	2 weeks	0002

Minimum/Maximum: 12/24

Tuition: \$1,450

**HUMAN RESOURCE
MANAGEMENT AT POST**

Course Code PA236

Using lectures, group discussions, simulations, and case studies, this segment covers the management of human resource operations at post, especially Locally Employed Staff, Rockefeller, and Family Member Appointments, post personnel computer system, and some aspects of human resource operations for American Foreign Service employees at post. It provides continuing students the opportunity to broaden their knowledge of American Human Resource Management gained in PA235. (This course is a module in the full seven-week Human Resource Management Course (PA231).)

Participants learn to:

- Demonstrate an understanding of the role

and responsibilities of an overseas human resource officer.

- Manage the functions of an overseas human resource program for Locally Employed Staff.
- Communicate effectively to counsel and motivate staff.
- Implement post human resource policies.
- Interpret and apply the laws, regulations, and procedures governing the Foreign Service National human resource system.
- Interpose appropriate management controls to post human resource operations.
- Manage an effective awards program at post.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Resilience
- ✓ Service Motivation
- ✓ Team Building
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness and Expertise
- ✓ Professional Standards
- ✓ Support for EEO
- ✓ Teamwork
- ✓ Technical Skills

Audience:

Human Resource Officers, Administrative Officers, Locally Employed Staff (with the prior approval of the course manager), and Civil Service employees who will manage the human resource activities at post for Locally Employed Staff.

Prerequisite:

English at the 4/4 level. Basic computer skills, including word processing skills, and knowledge and use of Intranet/Internet. Locally Employed Staff should be familiar with embassy and Human Resource operations and have at least one year's experience at the FSN-7 level. This course does not teach basic Human Resource clerical skills.

Schedule:

9:00 a.m. to 4:15 p.m., Room F4145.

Dates:

Begin	End	Length	Section
FY 03			
11/25/02	12/06/02	2 weeks	0001
03/10/03	03/21/03	2 weeks	0002
05/12/03	05/23/03	2 weeks	0003
07/14/03	07/25/03	2 weeks	0004
FY 04			
11/03/03	11/14/03	2 weeks	0001

Minimum/Maximum: 12/24

Tuition \$1,450

HUMAN RESOURCE MANAGEMENT COURSE

Course Code PA231

This seven-week course provides basic training in overseas human resource management. Through subject matter expert presentations, group discussions, simulations, and case studies, participants gain an operational knowledge of the principles of American and Foreign National Employee human resource management.

The FSI strongly recommends that American Human Resource and Administrative Officers who will be responsible for the Human Resource function at post make every effort to enroll for the complete course to ensure that they will be equipped to adequately manage the full range of human resource related issues. Accordingly, those enrollments will be given preference. The complete Human Resource Management course consists of the three modules, FSN Classification and Compensation (PA232), American Human Resource Management (PA235), and Human Resource Management at Post (PA236).

Participants learn to:

- Demonstrate an understanding of the role and responsibilities of an overseas human resource officer.
- Manage the functions of an overseas human resource program.
- Communicate effectively to counsel and motivate staff.
- Implement post human resource policies.
- Interpret and apply the laws, regulations, and procedures governing the Foreign Service human resource system.
- Interpose appropriate management controls to post human resource operations.
- Manage an effective Awards Program.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Resilience
- ✓ Service Motivation
- ✓ Team Building
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Professional Responsiveness and Expertise
- ✓ Professional Standards
- ✓ Support for EEO
- ✓ Teamwork
- ✓ Technical Skills

Audience:

Human Resource Officers, Administrative Officers, Locally Employed Staff (with the prior approval of the course manager), and Civil Service employees who are going overseas to positions where they will be accountable for or will supervise the human resource portfolio at post. This course is also recommended for new DCMs at SEP posts and Civil Service employees who are in positions which interact regularly on human resource issues with Foreign Service employees or Locally Employed Staff.

Prerequisite:

English at the 4/4 level. Basic computer skills, including word processing skills, spreadsheets, and knowledge and use of Intranet/Internet. Locally Employed Staff should be familiar with embassy operations and Human Resource operations and should have at least two years of experience at the FSN-7 level. This course is not appropriate for entry level clerical employees. It does not teach basic Human Resource clerical skills, processing personnel actions, etc. Basic Administrative Management (PA224) is highly recommended for anyone enrolling in PA231.

Schedule:

9:00 a.m. to 4:00 p.m., Room F4145.

Dates:

Begin FY 03	End	Length	Section
11/04/02	12/20/02	7 weeks	0001
02/18/03	04/04/03	7 weeks	0002
04/21/03	06/06/03	7 weeks	0003
06/23/03	08/08/03	7 weeks	0004
FY 04			
10/14/03	11/28/03	7 weeks	0001

Minimum/Maximum: 12/24

Tuition: \$5,000

HUMAN RESOURCE MANAGEMENT SPECIAL PROGRAMS

Additional courses designed to develop core competencies in the field of human resource management may be available through the External Training Program. These opportunities are announced in Department Notices and on the FSI Intranet web page. The courses selected vary, based on funds availability and need. Recent offerings provided under contract with the U.S. Department of Agriculture (USDA) National Capital Training Center include: Processing Personnel Actions, Basic Benefits for Personnelists, Basic Staffing and Placement, Basic/Advanced Position Classification, Pay Setting, Qualifications Analysis, and Merit System Principles. See your Bureau Training Officer of contact the FSI External Training Program for course availability and application procedures.

Audience:

Human Resource professionals who are direct hire employees of the Department of State.

Prerequisites:

Participants must be HR professionals. See the course announcement for any other prerequisites.

Schedule:

As announced.

Minimum/Maximum: 10/25

Tuition:

No charge to Department of State employees. The FSI External Training Program funds this training.

GENERAL INFORMATION

Audience

U.S. Government employees and Eligible Family Members.

Courses of Instruction

Two regular programs are offered: a) Intensive Regional Area Studies Seminars and Modules, and b) Advanced Area Studies courses.

In addition to its regular programs listed in the following section, Area Studies is willing to arrange customized training to meet a variety of needs. Contact the Director of Area Studies (703) 302-6875 regarding all special needs.

OPM Competencies Addressed:

- ✓ Cultural Awareness
- ✓ External Thinking

FS Precepts Addressed:

- ✓ Job Information
- ✓ Knowledge of Foreign Countries

Self-Study

Area Studies Web Pages: Area Studies web pages provide regional and country-specific information for self-study. The web pages may be accessed through the FSI/SPAS Intranet page.

(a) Intensive Regional Area Studies Seminars and Modules:

These seminars are organized and led by FSI area specialists, who also bring in outstanding lecturers from universities, government, and private organizations. The courses combine lectures, discussions, gaming and other participatory activities,

field trips, and written and audio-visual materials in order to highlight the key historical, political, economic, and socio-cultural themes of each region. American policy interests, such as economic competitiveness, security issues, democratization, environmental concerns, and other major initiatives, are analyzed within each regional context. In addition, the courses are responsive to the individual and pragmatic needs of persons departing directly for overseas posts. Applicants for these courses should indicate their specific country of interest. It is also advisable to confirm course content because changes which occur in the real world are quickly reflected in course organization and teaching at the Foreign Service Institute. Some of these courses also include modules which are shorter in duration and focus on a specific country or sub-regional issue(s). These modules are, in general, one or two days which are set aside to address a specific region or organization. Please see schedule for more information.

(b) Advanced Area Studies Courses:

These courses are similar to the regional courses in their utilization of outstanding guest lecturers, gaming and other participatory activities, audio-visual materials, and up-to-date policy relevance. They differ in their greater country specificity, more advanced analysis (when applicable), and their close relationship with concurrent language training. Interested persons may, however, register separately for these area studies courses without the FSI language component. If this is the case, arrange training dates by calling the Foreign Service Institute registrar.

Schedule:

The Regional Intensive Area Studies Seminars may meet between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday. The exact hours of individual courses vary.

The Advanced Area courses generally meet one half-day per week and their duration, in most cases, is the same as the corresponding language course.

Dates:

The Advanced Area Studies course starting and ending dates may be obtained by checking the corresponding language course starting and ending dates listed on the pages noted with each course. Applicants registering solely for the area studies component may choose their own starting and ending dates after consulting with the course chairperson to determine what would best fit their individual needs. The dates for the Regional Intensive Area Studies seminars are listed under each course.

Minimum/Maximum:

Regional Intensive Area Studies: 10/35

Advanced Area Studies: 5/25

Note: Some courses are offered only on an "as needed" basis so applicants should always call to confirm their enrollment. In some cases, if enrollment minimums are not met, tutorials may be offered.

Tuition:

Advanced Area Studies:

\$60 per half-day session.

Intensive Regional Area Studies:

Ten-day seminar: \$1,160

Two-day module: \$235

One-day module: \$116

Note: Persons registered for the Regional Seminars will not be charged extra for the module(s).

For further information call:

(703) 302-6863 or (703) 302-6875.

INTENSIVE REGIONAL AREA STUDIES

SUB-SAHARAN AFRICA

Course Code AR210

Scope:

Angola; Benin; Botswana; Burkina Faso; Burundi; Cameroon; Cape Verde; Central African Republic; Chad; Comoros; Congo; Democratic of Congo; Republic of; Cote d'Ivoire; Equatorial Guinea; Eritrea; Ethiopia; Gabon; Gambia; Ghana; Guinea-Bissau; Guinea; Kenya; Lesotho; Liberia; Madagascar; Malawi; Mali; Mauritania; Mauritius; Mozambique; Namibia; Niger; Nigeria; Rwanda; Sao Tome & Principe; Senegal; Seychelles; Sierra Leone; Somalia; South Africa; Sudan; Swaziland; Tanzania; Togo; Uganda; Zaire; Zambia; and Zimbabwe.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/08/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005
FY04			
10/27/03	11/07/03	2 weeks	0001

EAST ASIA

Course Code AR220

Scope:

China, People's Republic of; Japan; Korea; Mongolia; and Taiwan.

Dates:

Begin	End	Length	Section
FY03			
03/03/03	03/14/03	2 weeks	0001
06/23/03	07/03/03	2 weeks	0002
08/18/03	08/29/03	2 weeks	0003

CHINA

Course Code AR 250

Scope:

China, People's Republic of; and Taiwan.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/08/02	2 weeks	0001
04/28/03	05/09/03	2 weeks	0002
FY04			
10/27/03	11/07/03	2 weeks	0001

SOUTH ASIA

Course Code AR260

Scope:

Afghanistan; Bangladesh; India; Nepal; Pakistan; and Sri Lanka.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/08/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005
FY04			
10/27/03	11/07/03	2 weeks	0001

SOUTHEAST ASIA

Course Code AR270

Scope:

Australia; Burma (Myanmar); Cambodia (Kampuchea); Fiji; Indonesia; Laos; Malaysia; Papua New Guinea; New Zealand; Philippines; Singapore; Thailand; and Vietnam.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/08/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005

FY04

10/27/03 11/07/03 2 weeks 0001

WESTERN HEMISPHERE

Course Code AR239

Scope:

Antigua; Argentina; Bahamas; Barbados; Belize; Bolivia; Brazil; Canada; Chile; Colombia; Costa Rica; Cuba; Dominica; Dominican Republic; Ecuador; El Salvador; Grenada; Guatemala; Guyana; Haiti; Honduras; Jamaica; Mexico; Nicaragua; Panama; Paraguay; Peru; St. Kitts; St. Lucia; St. Vincent; Suriname; Trinidad & Tobago; Uruguay; and Venezuela.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/08/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005
FY04			
10/27/03	11/07/03	2 weeks	0001

NEAR EAST & NORTH AFRICA

Course Code AR240

Scope:

Algeria; Bahrain; Egypt; Iran; Iraq; Israel; Jordan; Kuwait; Lebanon; Libya; Morocco; Oman; Qatar; Saudi Arabia; Sudan; Syria; Tunisia; Turkey; United Arab Emirates; and Yemen.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/08/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005
FY04			
10/27/03	11/07/03	2 weeks	0001

RUSSIA/EURASIA

Course Code AR281

Scope:

Armenia; Azerbaijan; Belarus; Georgia; Kazakhstan; Kyrgyzstan; Russia; Tajikistan; Turkmenistan; Ukraine; and Uzbekistan.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/06/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005
FY04			
10/27/03	11/07/03	2 weeks	0001

**CAUCASUS AND CENTRAL ASIA
MODULE**

Course Code AR282

Dates:

Begin	End	Length	Section
FY03			
10/31/02	11/01/02	2 days	0001
03/06/03	03/07/03	2 days	0002
05/01/03	05/02/03	2 days	0003
06/26/03	06/27/03	2 days	0004
08/21/03	08/22/03	2 days	0005
FY04			
10/30/03	10/31/03	2 days	0001

CASPIAN SEA ENERGY MODULE

Course Code AR283

Dates:

Begin	End	Length	Section
FY03			
11/01/02	11/01/02	1 day	0001
03/07/03	03/07/03	1 day	0002
05/02/03	05/02/03	1 day	0003
06/27/03	06/27/03	1 day	0004
08/22/03	08/22/03	1 day	0005
FY04			
10/31/03	10/31/03	1 day	0001

EUROPE

Course Code AR291

Scope:

Albania; Austria; Belgium; Bosnia/Herzegovina; Bulgaria; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Finland; France; Germany; Greece; Hungary; Iceland; Ireland; Italy; Kosovo; Latvia; Lithuania; Luxembourg; Macedonia; Malta; Moldova; Montenegro; Netherlands; Norway; Poland; Portugal; Romania; Serbia-Montenegro; Slovakia; Slovenia; Spain; Sweden; Switzerland; United Kingdom; and The Vatican.

Dates:

Begin	End	Length	Section
FY03			
10/28/02	11/06/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
04/28/03	05/09/03	2 weeks	0003
06/23/03	07/03/03	2 weeks	0004
08/18/03	08/29/03	2 weeks	0005
FY04			
10/27/03	11/07/03	2 weeks	0001

EUROPEAN UNION MODULE

Course Code AR292

Dates:

Begin	End	Length	Section
FY03			
11/04/02	11/05/02	2 days	0001
03/10/03	03/11/03	2 days	0002
05/05/03	05/06/03	2 days	0003
06/30/03	07/01/03	2 days	0004
08/25/03	08/26/03	2 days	0005
FY04			
11/03/03	11/04/03	2 days	0001

BALKANS MODULE

Course Code AR293

Dates:

Begin FY08	End	Length	Section
10/31/02	11/01/02	2 days	0001
03/06/03	03/07/03	2 days	0002
05/01/03	05/02/03	2 days	0003
06/26/03	06/27/03	2 days	0004
08/21/03	08/22/03	2 days	0005
FY04			
10/30/03	10/31/03	2 days	0001

**ADVANCED
AREA STUDIES****SUB-SAHARAN AFRICA**

Course Code AR513

Scope:

Angola; Botswana; Benin; Burkina Faso; Burundi; Cameroon; Cape Verde; Central African Republic; Chad; Comoros; Congo; Democratic Republic of; Congo, Republic of; Cote d'Ivoire; Equatorial Guinea; Eritrea; Ethiopia; Gabon; Gambia; Ghana; Guinea; Guinea-Bissau; Kenya; Lesotho; Liberia; Madagascar; Malawi; Mali; Mauritania; Mauritius; Mozambique; Namibia; Niger; Nigeria; Rwanda; Sao Tome & Principe; Senegal; Seychelles; Sierra Leone; Somalia; South Africa; Sudan; Swaziland; Tanzania; Togo; Uganda; Zambia; and Zimbabwe.

Dates:

See corresponding language dates on page 213 for all languages taught in conjunction with assignment to African posts (Afrikaans, Amharic, French, Portuguese, Swahili, and Xhosa). This course will focus on regional issues of importance to all as well as on specific issues germane to participants' countries of assignment.

ASIA**CHINA**

Course Code AR521

Scope:

China, People's Republic of; and Taiwan.

Dates:

See corresponding language (Cantonese and Mandarin Chinese) dates on page 213.

KOREA

Course Code AR523

Dates:

See corresponding language (Korean) dates on page 213.

JAPAN

Course Code AR522

Dates:

See corresponding language (Japanese) dates on page 213.

SOUTH ASIA

Course Code AR560

Scope:

Afghanistan; Bangladesh; India; Nepal; Pakistan; and Sri Lanka.

Dates:

See corresponding language (Bengali, Dari, Hindi, Sinhala/Singhalese, and Urdu) dates on page 213.

MONGOLIA

Course Code AR524

Dates:

See corresponding language (Mongolian) dates on page 213. This course is generally offered in conjunction with the China Advanced Area Studies course.

INSULAR SOUTHEAST ASIA

Course Code AR571

Scope:

Indonesia; Malaysia; and Philippines.

Dates:

See corresponding language (Indonesian, Malay, and Pilipino (*Tagalog*) dates on page 213.

MAINLAND SOUTHEAST ASIA

Course Code AR572

Scope:

Burma; Cambodia; Laos; Thailand; and Vietnam.

Dates:

See corresponding language (Burmese, Khmer, Lao, Thai, and Vietnamese) dates on page 213. This course is frequently broken down into more country-specific sessions, depending on enrollment. Applicants may call ahead to confirm.

WESTERN HEMISPHERE

MEXICO

Course Code AR531

Dates:

See corresponding language (Spanish) dates on page 213.

ANDEAN REPUBLICS

Course Code AR533

Scope:

Bolivia; Colombia; Ecuador; Peru; and Venezuela.

Dates:

See corresponding language (Spanish) dates on page 213.

BRAZIL AND SOUTHERN CONE

Course Code AR530

Scope:

Argentina; Brazil; Chile; Paraguay; and Uruguay.

Dates:

See corresponding language (Portuguese or Spanish) dates on page 213.

CANADA

Course Code AR528

Dates:

This course is offered on an "as needed" basis. Applicants should call the WHA Course Chair in Area Studies.

HAITI

Course Code AR526

Dates:

See corresponding language (French or Haitian Creole) dates on page 213. This course is offered on an "as needed" basis. Applicants should call the WHA Course Chair in Area Studies.

CENTRAL AMERICA and CARIBBEAN

Course Code AR529

Scope:

Belize; Costa Rica; Cuba; Curacao; Dominican Republic; El Salvador; Guatemala; Honduras; Nicaragua; Panama; and Suriname.

Dates:

See corresponding language (Spanish or Dutch) dates on page 213. This course is offered on an "as needed" basis or may be offered in conjunction with the Central America Advanced Area Studies course.

NEAR EAST & NORTH AFRICA

NORTHERN AFRICA

Course Code AR515

Scope:

Algeria; Libya; Mauritania; Morocco; and Tunisia.

Dates:

See corresponding language (Arabic and French) dates on page 213. This course is generally offered in conjunction with the Arabian Peninsula Advanced Area Studies course.

ARABIAN PENINSULA/GULF/ SUDAN

Course Code AR541

Scope:

Bahrain; Iran; Kuwait; Oman; Qatar; Saudi Arabia; Sudan; United Arab Emirates; and Yemen.

Dates:

See corresponding language (Arabic and Farsi) dates on page 213.

FERTILE CRESCENT

Course Code AR542

Scope:

Egypt; Iraq; Israel; Jordan; Lebanon; and Syria.

Dates:

See corresponding language (Arabic and Hebrew) dates on page 213.

TURKEY

Course Code AR543

Dates:

See corresponding language (Turkish) dates on page 213.

RUSSIA/EURASIA

UKRAINE

Course Code AR565

Dates:

See corresponding language (Russian and Ukrainian) dates on page 213.

RUSSIA/BELARUS

Course Code AR566

Dates:

See corresponding language (Russian) dates on page 213.

CAUCASUS

Course Code AR585

Scope:

Armenia; Azerbaijan; and Georgia.

Dates:

See corresponding language (Armenian, Azerbaijani, Georgian, and Russian) dates on page 213.

CENTRAL ASIA

Course Code AR586

Scope:

Kazakhstan; Kyrgyzstan; Tajikistan; Turkmenistan; and Uzbekistan.

Dates:

See corresponding language (Kazakh, Kyrgyz, Russian, Tajik, Turkmen, and Uzbek) dates on page 213.

EUROPE

SOUTH CENTRAL EUROPE

Course Code AR561

Scope:

Albania; Bosnia/Hercegovina; Bulgaria; Croatia; Kosovo; Macedonia; Montenegro; Serbia-Montenegro; and Slovenia.

Dates:

See corresponding language (Albanian, Bulgarian, Croatian, Romanian, and Serbian) dates on page 213.

ROMANIA and MOLDOVA

Course Code AR 569

Scope:

Romania and Moldova.

Dates:

See corresponding language (Romanian) dates on page 213. Depending on enrollment this course may be offered in conjunction with the South Central Europe course.

BENELUX/EU/NATO

Course Code AR568

Scope:

Belgium; Netherlands; Luxembourg; NATO/EU.

Dates:

See corresponding language (Dutch) dates on page 213.

EAST CENTRAL EUROPE

Course Code AR582

Scope:

Czech Republic; Hungary; and Slovakia.

Dates:

See corresponding language (Czech, Hungarian, and Slovak) dates on page 213.

FRANCE (including Switzerland)

Course Code AR567

Dates:

See corresponding language (French) dates on page 213.

POLAND

Course Code AR587

Dates:

See corresponding language (Polish) dates on page 213.

BALTICS

Course Code AR 588

Scope:

Estonia; Latvia; and Lithuania.

Dates:

See corresponding language (Estonian, Latvian, Lithuanian, and Russian) dates on page 213. Depending on enrollment, this course may be offered in conjunction with the Nordic Countries course. Applicants may call to confirm.

NORDIC COUNTRIES

Course Code AR596

Scope:

Denmark; Finland; Iceland; Norway; and Sweden.

Dates:

See corresponding language (Danish, Finnish, Icelandic, Norwegian, and Swedish) dates on page 213. Depending on enrollment, this course may be offered in conjunction with the Baltics course. Applicants may call to confirm.

GREECE/CYPRUS

Course Code AR589

Dates:

See corresponding language (Greek) dates on page 213.

ITALY, SPAIN and PORTUGAL

Course Code AR590

Scope:

Italy; Spain; and Portugal.

Dates:

See corresponding language (Italian, Spanish, and Portuguese) dates on page 213.

GERMAN-SPEAKING EUROPE

Course Code AR593

Scope:

Austria; Germany; and Switzerland.

Dates:

See corresponding language (German) dates on page 213.

OTHER

COUNTRY DATA ANALYSIS

Course Code PES04

See Economic and Commercial Affairs.



BETTER OFFICE ENGLISH: ORAL

Course Code PK226

This course helps employees build self-confidence and enhance their careers through better oral communication.

Participants learn to:

- Be proficient in using standard English, enunciate clearly, and speak correctly.
- Use oral English that is appropriate and effective for the office.

OPM Competencies Addressed:

- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Oral Communication

Audience:

Employees who need remedial help with their oral communication skills.

Schedule:

9:00 a.m. to 12:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
01/27/03	02/07/03	2 weeks	0001
06/09/03	06/20/03	2 weeks	0002

Minimum/Maximum: 8/15

Tuition: \$1,040

BETTER OFFICE ENGLISH: WRITTEN

Course Code PK225

This course helps employees improve their written communication skills through an intensive review of basic English grammar.

Participants learn to:

- Use basic English sentence structure, parts of speech, phrases and clauses, and punctuation correctly.
- Assess their progress and identify areas for improvement.
- Use resources such as the course textbook, dictionaries, and the U.S. Government Printing Office Style Manual.

OPM Competencies Addressed:

- ✓ Written Communication

FS Precepts Addressed:

- ✓ Written Communication

Audience:

Employees who need help with written communication skills.

Schedule:

8:30 a.m. to 12:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
01/06/03	01/17/03	2 weeks	0001
03/24/03	04/04/03	2 weeks	0002
07/07/03	07/18/03	2 weeks	0003

Minimum/Maximum: 8/15

Tuition: \$1,040

DRAFTING CORRESPONDENCE

Course Code PK159

This course helps employees draft office correspondence for their own or their supervisor's signature.

Participants learn to:

- Begin the communication, organize ideas into effective letters and memos, and structure sentences and paragraphs.
- Improve writing and editing skills.
- Write clearly, compactly, and in the active mode

OPM Competencies Addressed:

- ✓ Written Communication

FS Precepts Addressed:

- ✓ Written Communication

Audience:

An employee who has had little or no previous experience in drafting correspondence.

Schedule:

1:00 p.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/18/02	11/22/02	5 days	0001
02/10/03	02/14/03	5 days	0002
04/07/03	04/11/03	5 days	0003
06/16/03	06/20/03	5 days	0004

Minimum/Maximum: 8/15

Tuition: \$520

EFFECTIVE PUBLIC SPEAKING/ EXECUTIVE MEDIA

Course Code PT113

This is a course for Deputy Chiefs of Mission, Principal Officers, and other senior level managers on how to communicate effectively, improve speaking skills for any occasion, reduce nervousness and fear of public speaking, and project a poised, polished, persuasive, and professional image before a live audience and on television and radio.

Participants learn to:

- Deliver effective oral presentations before large and small groups.
- Speak dynamically without reading from a prepared text.
- Interact effectively with representatives of both print and electronic media.
- Formulate quotable statements and effective sound bits for TV and radio interviews and news conferences.

OPM Competencies Addressed:

- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Oral Communication

Audience:

Limited to DAS DCM Office Director/Deputy Office Director or equivalent.

Prerequisite:

None.

Schedule:

Offered twice a year.

Dates:

This course will be scheduled during the 2003 DCM course.

Minimum/Maximum: 10/15

Tuition: \$280

EFFECTIVE SPEAKING AND LISTENING SKILLS

Course Code PK240

This course contains an overview of the communication formats used in the workplace: assertive communication, interviewing skills, meeting participation, active listening, and oral presentations. Students will give a short videotaped presentation and receive individual feedback from the instructor.

Participants learn to:

- Speak well
- Listen effectively.

OPM Competencies Addressed:

- ✓ Oral Communication

FS Precepts Addressed

- ✓ Active Listening
- ✓ Oral Communication

Audience:

Employees who are interested in improving their speaking and listening abilities.

Prerequisite:

None

Schedule:

1:00 p.m. to 4:00 p.m., Monday, Tuesday, and Wednesday for two weeks. Individual feedback sessions will be scheduled.

Dates:

Begin	End	Length	Section
FY03			
12/09/02	12/18/02	2 weeks	0001
03/24/03	04/02/03	2 weeks	0002
07/07/03	07/16/03	2 weeks	0003

Minimum/Maximum: 8/15

Tuition: \$620

CAREER BUILDERS: COMMUNICATION SKILLS

Course Code PK209

Participants improve their interpersonal skills by applying the principles of assertive communication and conflict management.

Participants learn to:

- Distinguish among passive, assertive, and aggressive behaviors.
- Use "I" messages.
- Demonstrate assertive non-verbal behaviors.
- Identify preferred conflict resolution style.
- Use the DESC model for conflict management.

OPM Competencies Addressed

- ✓ Oral Communication
- ✓ Interpersonal Skills
- ✓ Conflict Management

FS Precepts Addressed

- ✓ Active Listening
- ✓ Oral Communication
- ✓ Social Perceptiveness
- ✓ Openness to Dissent

Audience:

Civil Service Office Support Professionals and Foreign Service Office Management Specialists.

Prerequisite:

None

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
12/05/02	12/06/02	2 days	0001
06/19/03	06/20/03	2 days	0002

Minimum/Maximum: 8/20

Tuition: \$420

PROOFREADING

Course Code PK143

Participants learn to proofread more effectively by completing practical exercises and drills to increase their use of correct English and punctuation.

Participants learn to:

- Recognize and locate errors quickly and accurately.
- Use proofreading symbols correctly.

Audience:

All employees who need to produce error-free copy.

Prerequisite:

None.

Schedule:

8:30 a.m. to 12:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/02/02	12/03/02	2 days	0001
03/13/03	03/14/03	2 days	0002
05/08/03	05/09/03	2 days	0003

Minimum/Maximum: 8/18

Tuition: \$210

BASIC FACILITATION AND DELIVERY SKILLS WORKSHOP

Course Code PD513

See Training Skills

VISUAL AID BASICS

Course Code PD520

This one-day course provides the basics for effectively creating and using visual aids in presentations and training.

Participants learn to:

- Create and use flipcharts, transparencies, slides, and computer-generated aids.
- Use graphics and layout effectively in self-produced written materials.

OPM Competencies Addressed:

✓ Continual Learning

FS Precepts Addressed:

✓ Technical Skills

Audience:

Anyone who does presentations or prepares materials for presentations. Appropriate for Foreign Service Nationals.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
04/04/03	04/04/03	1 day	0001
09/15/03	09/15/03	1 day	0002

Minimum/Maximum: 8/25

Tuition: \$630

WRITING EFFECTIVE LETTERS AND MEMOS

Course Code PK241

This course emphasizes organizing and writing letters and memos so that the message is strong and clear, and the tone is appropriate.

Participants learn to:

- Identify their audience.
- Organize their writing.
- Edit writing for clarity, including: voice, smothered verbs, sentence length, jargon, gender neutrality, and tone.

OPM Competencies Addressed

- ✓ Written Communication

FS Precepts Addressed

- ✓ Written Communication

Audience:

The experienced writer who needs a refresher course in writing principles.

Prerequisite:

Drafting Correspondence (PK159) is recommended for those with limited writing experience.

Schedule:

9:00 a.m. to 12:00 p.m.

Dates:

Begin FY 03	End	Length	Section
12/16/02	12/20/02	5 half-days	0001
02/10/03	02/14/03	5 half-days	0002
04/07/03	04/11/03	5 half-days	0003

Minimum/Maximum: 8/15

Tuition: \$520



© 1980 by [illegible]

BASIC COMMUNICATIONS OPERATIONS

Course Code YW119

Introduces new hire Information Management Specialists to the range of foreign operations and job responsibilities that make up the 2880 skill code. Includes Embassy and Consulate organizational structure. Emphasis is placed on procedures outlined in the relevant Foreign Affairs Handbooks, ACP-127 telegram format, Diplomatic Pouch, and Communications Security. Common collateral duties found in overseas Information Programs Centers are discussed. The course is a prerequisite for other specific telecommunication/information systems training, e.g. TERP V (YW184) and C-LAN (YW177).

Audience:

This course is for newly hired IRM personnel. Non-IRM personnel should attend Fast Backup (YW231) and if necessary Fast TERP (YW232). To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET

Prerequisite:

None

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Minimum/Maximum: 4/8

Tuition: \$2,390

TERP V - TERMINAL EQUIPMENT REPLACEMENT PROGRAM V

Course Code YW184

Enables the student to operate a PC based fully automatic telecommunications system. The instruction includes software configuration, addressee tables, originator tables, dissemination tables, message processing, document storage, document retrieval, and hardware configuration.

Audience:

This course is for newly hired IRM personnel. Non-IRM Personnel should attend Fast Backup (YW231) and Fast TERP (YW232). To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET/CRYPTO

Prerequisite:

Basic Communication Operations (YW119)

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Minimum/Maximum: 4/8

Tuition: \$2,390

**FAST BACKUP-COMMUNICATIONS
FOR NON-IRM PERSONNEL**

Course Code YW231

Introduces non-IRM personnel to telecommunications. The emphasis is on the ACP-127 telegram format and a general exposure to other duties, such as pouch and COMSEC. This course is a prerequisite for Fast TERP (YW232).

Audience:

This course is for non-IRM personnel who act as the backup communicator at a TERP V post or primary communicator at ACT posts. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/11/02	5 days	0001
10/28/02	11/01/02	5 days	0002
11/12/02	11/15/02	5 days	0003
12/02/02	12/06/02	5 days	0004
01/06/03	01/09/03	5 days	0005
01/27/03	01/31/03	5 days	0006
02/18/03	02/21/03	5 days	0007
03/03/03	03/07/03	5 days	0008
03/17/03	03/21/03	5 days	0009
04/07/03	04/11/03	5 days	0010
04/21/03	04/25/03	5 days	0011
05/05/03	05/09/03	5 days	0012
06/02/03	06/06/03	5 days	0013
06/23/03	06/27/03	5 days	0014
07/21/03	07/25/03	5 days	0015

Begin FY 03	End	Length	Section
08/18/03	08/22/03	5 days	0016
09/15/03	09/19/03	5 days	0017

Additional dates to be announced.

Minimum/Maximum: 1/4

Tuition: \$1,190

**FAST TERP - TERP V FOR
NON-IRM PERSONNEL**

Course Code YW232

Enables the student to operate a PC based fully automatic telecommunications system. The instruction includes a review of addressee tables, originator tables, dissemination tables, message processing, document storage, document retrieval, and hardware.

Audience:

Designed as a one-week course for non-IRM Personnel who act as the backup communicator at a TERP V post. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET/CRYPTO.

Prerequisite:

Fast Backup (YW231).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/15/02	10/18/02	5 days	0001
11/04/02	11/08/02	5 days	0002
11/18/02	11/22/02	5 days	0003
12/09/02	12/13/02	5 days	0004
02/03/03	02/07/03	5 days	0005
02/24/03	02/28/03	5 days	0006
03/10/03	03/14/03	5 days	0007
03/24/03	03/28/03	5 days	0008
04/14/03	04/18/03	5 days	0009
04/29/03	05/02/03	5 days	0010
05/12/03	05/16/03	5 days	0011
06/09/03	06/13/03	5 days	0012
06/30/03	07/03/03	5 days	0013
07/29/03	08/01/03	5 days	0014
08/25/03	08/29/03	5 days	0015
09/22/03	09/26/03	5 days	0016

Additional dates to be announced.

Minimum/Maximum: 1/4

Tuition: \$1,190

SEP/SCP OPS -OPS SPECIAL EMBASSY POST AND SPECIAL CONSULATE POST OPERATIONS

Course Code YW202

Qualifies the student to operate the SCP communications package that consists of a STU III unit, and a (TEMPEST) personal computer. Students are taught basic installation procedures, how to create a telegram, maintain an MCN log, and the correct procedures required for processing and logging both incoming and outgoing telegrams. COMSEC procedures are also included.

Audience:

This course is designed for all personnel who will be serving at posts designated as a

Special Embassy Program (SEP) or Special Consulate Program (SCP) post.

Clearance:

TOP SECRET/CRYPTO.

Prerequisite:

Basic Communication Operations (YW119) or Fast Backup (YW231).

Schedule:

The Warren Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

This is a call-up course.
Please call (703) 302-9007 for course dates.

Minimum/Maximum: 1/4

Tuition: \$720

COMSEC CUSTODIAN

Course Code YW760

COMSEC Custodians or Alternate Custodians are entrusted to protect information pertaining to our nation's security. This role is vitally important to the defense and security to our country. It is not a role to be taken lightly or without the proper knowledge and skills.

Audience:

This course is given within the Basic Communications Operations (YW119) or Fast Backup (YW231).

IMS - INFORMATION MANAGEMENT SPECIALIST

Course Code: YW187

Introduces new-hire employees to Department of State telecommunications methodologies and systems. The training is conducted at the National Foreign Affairs Training Center and the Warrenton Training Center.

At the Shultz Center:

Desktop Systems (YW642)	2 weeks
Network Plus (YW239)	2 weeks

At the WTC:

Windows 2000 (YW245)	3 weeks
Microsoft Exchange (YW749)	1 week
Limited Communications Operations (YW119)	2 weeks
TERPV (YW184)	2 weeks
CableXpress (YW285)	1 week
Basic Telephone (YW142)	1 week
Radio (YW244)	1 week
SIMOPS (YW286)	1 week

The goal is to produce an Information Management Specialist who understands all aspects of the IM overseas environment. Upon completion of the course, the student will receive additional post specific training.

Audience:

This course is required for all new Information Management Specialists and Information Management Technical Specialists. Only newly hired IMS/IMTSs will be enrolled in the YW187 course. To successfully complete the course, the student must pass all exams given in the courses that are included in IMS Information Management Specialist (YW187).

Clearance:

TOP SECRET.

Prerequisite:

None.

Schedule:

The Shultz Center.
9:00 a.m. to 4:00 p.m.

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

This course schedule is based on New Hire intake.

Minimum/Maximum: 1/10

Tuition: \$20,290

NOTE: Training at the Warrenton Training Center is preceded by four weeks of orientation at the Foreign Service Institute/Shultz Center.

BASIC TELEPHONE

Course Code YW142

This course begins with the basic principles of telephony and covers telephone circuits and sets, trunks, wire color codes, building wiring, and record keeping. It concludes with programming and administration, wiring, maintenance, expansion and troubleshooting of the Norstar Plus MICS electronic key systems. This course is a prerequisite for all other telephone courses taught at the Warrenton Training Center.

Audience:

The course is specially designed as an introduction to overseas telephone and key systems for operational and non-telephone technical personnel who are expected to perform minor maintenance, installation, configuration management, and troubleshooting procedures. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY-03	End	Length	Section
10/15/02	10/18/02	5 days	0001
11/12/02	11/15/02	5 days	0002
11/18/02	11/22/02	5 days	0003
12/02/02	12/06/02	5 days	0004
01/06/03	01/10/03	5 days	0005
01/27/03	01/31/03	5 days	0006
02/10/03	02/14/03	5 days	0007
02/24/03	02/28/03	5 days	0008
03/10/03	03/14/03	5 days	0009
03/17/03	03/21/03	5 days	0010
03/24/03	03/28/03	5 days	0011
04/07/03	04/11/03	5 days	0012
04/14/03	04/18/03	5 days	0013
05/05/03	05/09/03	5 days	0014
05/12/03	05/16/03	5 days	0015
05/19/03	05/23/03	5 days	0016
06/02/03	06/06/03	5 days	0017
06/16/03	06/20/03	5 days	0018
07/07/03	07/11/03	5 days	0019
08/11/03	08/15/03	5 days	0020
09/08/03	09/12/03	5 days	0021
09/15/03	09/19/03	5 days	0022

Additional dates to be announced.

Minimum/Maximum: 1/6

Tuition: \$1,190

INTRODUCTION TO TELEPHONE SECURITY

Course Code YW141

This one-day course covers Telephone Security concepts based on Department of State Telephone Security policies and procedures as well as the Telephone Security Group (TSG) Standards. The emphasis is on the technical aspects of telephone security, but also addresses the philosophy of

security at overseas posts as it pertains to Information Management personnel. Telephone System Access, TSG-approved equipment and system design/layout are also covered in this course. This course is taught within the Basic Telephone Course (YW142) and is also offered as a separate one-day course.

Audience:

This course is designed for all IRM personnel.

Clearance:

SECRET.

Prerequisite:

Basic Telephone (YW142).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY-03	End	Length	Section
10/15/02	10/15/02	1 Day	0001
11/12/02	11/12/02	1 Day	0002
11/18/02	11/18/02	1 Day	0003
12/02/02	12/02/02	1 Day	0004
01/06/03	01/06/03	1 Day	0005
01/27/03	01/27/03	1 Day	0006
02/10/03	02/10/03	1 Day	0007
02/24/03	02/24/03	1 Day	0008
03/10/03	03/10/03	1 Day	0009
03/17/03	03/17/03	1 Day	0010
03/24/03	03/24/03	1 Day	0011
04/07/03	04/07/03	1 Day	0012
04/14/03	04/14/03	1 Day	0013
05/05/03	05/05/03	1 Day	0014
05/12/03	05/12/03	1 Day	0015
05/19/03	05/19/03	1 Day	0016
06/02/03	06/02/03	1 Day	0017
06/16/03	06/16/03	1 Day	0018
07/07/03	07/07/03	1 Day	0019
08/11/03	08/11/03	1 Day	0020
09/08/03	09/08/03	1 Day	0021
09/15/03	09/15/03	1 Day	0022

Additional dates to be announced.

Minimum/Maximum: 1/6

Tuition: \$240

SX-50 - MITEL PBX SX-50

Course Code YW219

Designed for Information Management Specialists assigned to posts with a MITEL SX-50 Private Automatic Branch Exchange. The course will enable personnel to program the system, install and move single line and Superset telephones, and connect and program trunk circuits. Instruction and practice is given in performing maintenance to the level of field replaceable units.

Audience:

This is a "post specific" course designed for operational and non-telephone technical personnel who are required to maintain the operational and technical readiness of the MITEL PBX SX-50 equipment and are expected to perform minor maintenance, installation, configuration management, and trouble shooting procedures. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

Basic Telephone (YW142).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
10/21/02	10/25/02	5 days	0001
12/02/02	12/06/02	5 days	0002
01/13/03	01/17/03	5 days	0003
02/03/03	02/07/03	5 days	0004
03/03/03	03/07/03	5 days	0005
03/31/03	04/04/03	5 days	0006
04/21/03	04/25/03	5 days	0007
06/09/03	06/13/03	5 days	0008
07/14/03	07/18/03	5 days	0009
08/18/03	08/22/03	5 days	0010
09/15/03	09/19/03	5 days	0011

Additional dates to be announced.

Minimum/Maximum: 1/6

Tuition: \$1,190

SX-200D - MITEL PBX SX-200

Digital

Course Code YW220

Designed for Information Management Specialists assigned to posts with a MITEL SX-200 Digital Private Automatic Branch Exchange. The course will enable personnel to program the system; install and move single line and Superset telephones; and connect and program trunk circuits. Instruction and practice is given in performing maintenance to the level of field replaceable units.

Audience:

This is a "post specific" course designed for operational and non-telephone technical personnel who are required to maintain the operational and technical readiness of the MITEL PBX SX-200 Digital equipment and are expected to perform minor maintenance.

installation, configuration management, and trouble shooting procedures. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

Basic Telephone (YW142).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/28/02	11/01/02	5 days	0001
12/09/02	12/13/02	5 days	0002
02/10/03	02/14/03	5 days	0003
03/10/03	03/14/03	5 days	0004
04/07/03	04/11/03	5 days	0005
04/28/03	05/02/03	5 days	0006
06/23/03	06/27/03	5 days	0007
07/21/03	07/25/03	5 days	0008
08/25/03	08/29/03	5 days	0009
09/22/03	09/26/03	5 days	0010

Additional dates to be announced.

Minimum/Maximum: 1/6

Tuition: \$1,190

SX-2000 - MITEL PBX SX-2000

Course Code YW221

This five-day course is for Information Management Specialists assigned to posts with a MITEL SX-2000 Integrated Communication System. The course will enable personnel to program the system, install and move single line and Superset

telephones, and connect and program trunk circuits. Instruction and practice is given in performing maintenance to the level of field replaceable units, analyzing the system's parameters, and backing up its database.

Audience:

This is a "post specific" course designed for operational and non-telephone technical personnel who are required to maintain the operational and technical readiness of the MITEL PBX SX-2000 Integrated Communications System equipment and are expected to perform minor maintenance, installation, configuration management and trouble-shooting procedures. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

Basic Telephone (YW142) and SX-50 (YW219), or SX-200D (YW220).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/04/02	11/08/02	5 days	0001
12/16/02	12/20/02	5 days	0002
02/18/03	02/21/03	5 days	0003
03/17/03	03/21/03	5 days	0004
04/14/03	04/18/03	5 days	0005
05/05/03	05/09/03	5 days	0006
07/28/03	08/01/03	5 days	0007
09/29/03	10/03/03	5 days	0008

Additional dates to be announced.

Minimum/Maximum: 1/6

Tuition: \$1,190

EXACOM - EXACOM CALL ACCOUNTING SYSTEM

Course Code YW186

This five-day course qualifies students to program the EXACOM Call Accounting System. This consists of setting up rate and area code tables to keep track of calls that originate from the Post's telephone system.

Audience:

Designed for Information Program Center (IPC) personnel at posts with specific telephone systems (see prerequisites) who are expected to maintain and update the call accounting system at post. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance: SECRET.**Prerequisite:**

Basic Telephone (YW142) and/or SX-50 (YW219), SX-200D (YW220), SX-2000 (YW221), SX-20200 (YW222).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

This is a call-up course.
Please call (703) 302-9007 for course dates.

Minimum/Maximum: 1/2**Tuition:** \$1,190**MERIDIAN 61C**

Course Code YW497

Through lectures and hands-on exercises, this course covers the terminology, configuration, and programming of Northern Telecom Option 11C, 51C, 61C, and 81C telephone systems. Students will identify the modules used in a typical system; add, move, copy, and delete single line sets, multiline sets, and trunks; and print out various types of lists and reports. They will study the telephone features, such as call forwarding, which are a prerequisite to understanding the Meridian. They will also become familiar with the various maintenance and diagnostic routines used by the system. Practice will include the use of Meridian Administration Tools (MAT) and terminal emulation.

Audience:

This is a "post specific" course designed for operational and technical personnel who are required to maintain the operational and technical readiness of Nortel Meridian telephone systems and are expected to perform maintenance, installation, configuration, and trouble shooting procedures. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

Basic Telephone (YW142).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/21/02	11/01/02	2 weeks	0001
11/12/02	11/22/02	2 weeks	0002

Begin FY 03	End	Length	Section
12/02/02	12/13/02	2 weeks	0003
01/06/03	01/17/03	2 weeks	0004
02/03/03	02/14/03	2 weeks	0005
03/03/03	03/14/03	2 weeks	0006
03/31/03	04/11/03	2 weeks	0007
04/28/03	05/09/03	2 weeks	0008
05/27/03	06/06/03	2 weeks	0009
06/23/03	07/03/03	2 weeks	0010
07/21/03	08/01/03	2 weeks	0011
08/18/03	08/29/03	2 weeks	0012
09/15/03	09/26/03	2 weeks	0013

Additional dates to be announced.

Minimum/Maximum: 1/4

Tuition: \$2,390

ADVANCED NORTEL

Course Code YW499

This five-day course covers the fundamentals of Meridian Mail and BARS (dial "9" Basic Alternate Routing System) access code. The mail portion includes the creation and modification of Meridian Mail Mailboxes, Announcements, and Basic Automated Attendant. The BARS portion includes the implementation of access restrictions to include Class of Service (COS), Trunk Group Access Restrictions (TGAR), and Network Class of Service (NCOS). BARS exercises will cover routing dialed calls through Network tables.

Audience:

This course is specially designed as additional training for Meridian qualified operation and technical personnel who are expected to perform minor maintenance, installation, configuration management, and troubleshooting procedures on Nortel, Voice Mail and Telephone routing systems. To successfully complete the course, the

student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

Basic Telephone (YW142) and Meridian (YW497).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/11/02	5 days	0001
11/04/02	11/08/02	5 days	0002
11/25/02	11/29/02	5 days	0003
12/16/02	12/20/02	5 days	0004
01/21/03	01/24/03	5 days	0005
02/18/03	02/21/03	5 days	0006
03/17/03	03/21/03	5 days	0007
04/14/03	04/18/03	5 days	0008
05/12/03	05/16/03	5 days	0009
06/09/03	06/13/03	5 days	0010
07/07/03	07/11/03	5 days	0011
08/04/03	08/08/03	5 days	0012
09/02/03	09/05/03	5 days	0013
09/29/03	10/03/03	5 days	0014

Additional dates to be announced.

Minimum/Maximum: 1/4

Tuition: \$1,190

WIRELESS SYSTEMS TRAINING

Course Code: YW244

The goal of this training program is to create an actual midsize post scenario with which to train the Department's Information Resources Management (IRM) operational and maintenance personnel in the operational and maintenance of deployed wireless systems overseas.

Audience:

The course is designed to provide Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS) personnel with instruction in the use, operation, and maintenance of the Department's standard wireless system. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/11/02	5 days	0001
10/21/02	10/25/02	5 days	0002
11/04/02	11/08/02	5 days	0003
12/02/02	12/06/02	5 days	0004
12/09/02	12/13/02	5 days	0005
01/06/03	01/10/03	5 days	0006
02/10/03	02/14/03	5 days	0007
03/10/03	03/14/03	5 days	0008
03/17/03	03/21/03	5 days	0009
03/24/03	03/28/03	5 days	0010
03/31/03	04/04/03	5 days	0011
04/07/03	04/11/03	5 days	0012
04/14/03	04/18/03	5 days	0013
05/05/03	05/09/03	5 days	0014
05/12/03	05/16/03	5 days	0015
07/21/03	07/25/03	5 days	0016
09/08/03	09/12/03	5 days	0017
09/15/03	09/19/03	5 days	0018

Additional dates to be announced.

Minimum/Maximum: 1/8

Tuition: \$1,190

ADVANCED RADIO COURSE- ADVANCED RADIO

Course Code: YW344

This five-day course is an accelerated overview of the principles of Radio Frequency transmission and reception with an emphasis on operating High Frequency radios. Fast paced lectures; heavy personal study assignments and supervised laboratory exercises on the State HF radio network will provide the materials and practical experience needed to prepare for the FCC Amateur Technician License.

Audience:

The course is designed for all IRM personnel.

Clearance:

SECRET.

Prerequisite:

Wireless Systems Training (YW244) or Equivalent radio experience.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
01/27/03	01/31/03	5 days	0001
02/24/03	02/28/03	5 days	0002
03/24/03	03/28/03	5 days	0003
04/07/03	04/11/03	5 days	0004
04/21/03	04/25/03	5 days	0005
05/05/03	05/09/03	5 days	0006
06/02/03	06/06/03	5 days	0007
07/28/03	08/01/03	5 days	0008
08/18/03	08/22/03	5 days	0009
09/15/03	09/19/03	5 days	0010
09/22/03	09/26/03	5 days	0011

Additional dates to be announced.

Minimum/Maximum: 1/8

Tuition: \$1,190

**ADVANCED SYSTEMS
MANAGEMENT SERVER 2.0-****ADV. SMS 2.0**

Course Code YW252

This is an in-depth, intensive course intended to provide students with basic and advanced knowledge and skills necessary to plan, design, configure and administer SMS 2.0. Students will troubleshoot problems in site installs, client installs, and site communications. Students will learn methods of tracking computer hardware and software. This course involves considerable hands-on system work in structured labs. To complete this course students must pass an industry standard exam.

Audience:

This course is intended for Information Management Specialist (IMS) and Information Management Technical Specialists (IMTS) who will administer and support Microsoft Systems Management Server 2.0. The course is designed for all IRM personnel.

This course replaces Administering Microsoft SMS 2.0A (YW237) and Administering Microsoft SMS, Advanced (YW238).

Clearance:**SECRET.****Prerequisite:**

Desktop Systems (YW642) and Accelerated NT (YW240) or NT 4.0 for CableXpress (YW287) or Windows 2000 (YW245).

Schedule:

The Warrenton Training Center.

8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/21/02	11/01/02	2 weeks	0001
12/02/02	12/13/02	2 weeks	0002

Begin FY 03	End	Length	Section
02/03/03	02/14/03	2 weeks	0003
04/07/03	04/18/03	2 weeks	0004
08/11/03	08/22/03	2 weeks	0005

Additional dates for WTC to be announced.

Minimum/Maximum: 1/6

Tuition: \$2,390

**SYSTEM ADMINISTRATION FOR
MICROSOFT SQL SERVER 7.0-
SQL 7.0**

Course Number YW253

This is an intensive course intended to provide students with advance knowledge and skills necessary to manage SQL 7.0 server. This course focuses on fundamental concepts relating to SQL 7.0. In addition it focuses on configuring, installing, troubleshooting, and administering SQL. This course involves considerable hands-on system work in structured labs. There will be additional time for extensive instructor labs. To successfully complete the course the student must pass an industry standard exam (70-028).

Audience:

This course is intended for Information Management Specialists (IMS) and Information Management Technical Specialist (IMTS). This class is for individuals who will need to understand concepts relating to SQL 7 server operation. This course replaces Systems Administration for Microsoft SQL Server (YW236).

Clearance:**SECRET.****Prerequisite:**

Desktop Systems (YW642) and Accelerated

NT (YW240) or NT 4.0 for CableXpress (YW287).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/04/02	11/15/02	2 weeks	0001
01/21/03	01/31/03	2 weeks	0002
03/10/03	03/21/03	2 weeks	0003
04/21/03	05/02/03	2 weeks	0004
07/07/03	07/18/03	2 weeks	0005
08/25/03	09/05/03	2 weeks	0006
09/15/03	09/26/03	2 weeks	0007

Additional dates for WTC to be announced.

Minimum/Maximum: 1/6

Tuition: \$2,390

LOTUS/DOMINO 5 ADMINISTRATION-LOTUS 5 ADM Course Code YW254

This course provides knowledge on managing a preinstalled Domino R5 infrastructure. Students will create and modify user settings and connections for both Notes clients and browser clients. As part of this process, students will create and distribute Notes ID's and recertify, rename, troubleshoot, and terminate users. This course is one component for the Certified Lotus Professional track. For course completion the student must pass an industry standard exam.

Audience:

This two-week advanced Information Technology course is intended for Information Management Specialists (IMS) and Information Management Technical Specialist (IMTS) serving as CableXpress Administrators.

Clearance:
SECRET.

Prerequisite:

Desktop Systems (YW642) and Windows 2000 (YW245) or Accelerated NT. (YW240) or NT. 4.0 for CableXpress (YW287).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/28/02	11/08/02	2 weeks	0001
12/02/02	12/13/02	2 weeks	0002
03/10/03	03/21/03	2 weeks	0003
06/09/03	06/20/03	2 weeks	0004
09/15/03	09/26/03	2 weeks	0005

Minimum/Maximum: 1/6

Tuition: \$2,390

ORACLE 8I DATABASE ADMINISTRATION - ORACLE 8I Course Number YW256

This course provides concepts of relational databases, entity-relationship diagrams, and writing simple queries. It also provides knowledge of relational and object-relational database management systems. Additional topics will cover all exam objectives for OCP exam 1Z0-001. To successfully complete the course the student must pass the industry standard exam.

Audience:

This two-week advanced Information Technology course is intended for Information Management Specialists (IMS) and Information Management Technical Specialist (IMTS).

Clearance:
SECRET

Prerequisite:
Desktop Systems (YW642) and Accelerated NT (YW240) or NT 4.0 for CableXpress (YW287) or Advanced Windows 2000 (YW245).

Schedule:
The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:			
Begin FY 03	End	Length	Section
10/21/02	11/01/02	2 weeks	0001
11/18/02	11/29/02	2 weeks	0002
02/24/03	03/07/03	2 weeks	0003
04/07/03	04/18/03	2 weeks	0004
09/01/03	09/12/03	2 weeks	0005

Additional dates for WTC to be announced.

Minimum/Maximum: 1/6

Tuition: \$2,390

MANAGING A WINDOWS 2000 NETWORK-WINDOWS 2000 NETWORK

Course Number YW257

This course provides knowledge on implementing, managing, troubleshooting existing network infrastructure and Windows 2000 servers. This course utilizes Microsoft courseware 2126. This course is one component for the Microsoft Certified Systems Administrator certification. For course completion the student must pass an industry standard exam 70-218. In addition there is extensive instructor led Lab and review.

Audience:
This two-week advanced Information Technology course is intended for

Information Management Specialists (IMS) and Information Management Technical Specialist (IMTS) serving as Systems Administrators.

Clearance:
SECRET

Prerequisite:
Desktop Systems (YW642) and Accelerated NT (YW240), or NT 4.0 for CableXpress (YW287) or Advanced Windows 2000 (YW245).

Schedule:
The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:			
Begin FY 03	End	Length	Section
10/07/02	10/18/02	2 weeks	0001
10/28/02	11/08/02	2 weeks	0002
01/06/03	01/17/03	2 weeks	0003
02/03/03	02/14/03	2 weeks	0004
05/27/03	06/06/03	2 weeks	0005
08/18/03	08/29/03	2 weeks	0006

Additional dates for WTC to be announced.

Minimum/Maximum: 1/6

Tuition: \$2,390

NT 4.0 for CABLEXPRESS- NT. 4.0 for CX

Course Number YW287

This course is specifically intended for Information Management Specialists overseas who are in need of NT 4.0 skills in order to administer a CableXpress System. This course will contain the following Microsoft components: Windows official course numbers: #803 - Administering Windows NT 4.0, #922 - Windows NT 4.0 Core Technologies, #1202 - Securing

Windows NT, Server, # 936 Internet Information Server, and Department of State Specific components including Norton AntiVirus and DS Security Configuration.

Students will be given the Microsoft exam # 70-244 Maintaining a Windows NT 4.0 Server Network.

Audience:

This three-week advanced Information Technology course is intended for Information Management Specialists (IMS) and Information Management Technical Specialist (IMTS) serving as Systems Administrators.

Clearance:

SECRET

Prerequisite:

Desktop Systems (YW642).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/25/02	3 weeks	0001
11/04/02	11/22/02	3 weeks	0002
12/02/02	12/20/02	3 weeks	0003
01/06/03	01/24/03	3 weeks	0004
02/03/03	02/21/03	3 weeks	0005
03/03/03	03/21/03	3 weeks	0006
03/31/03	04/18/03	3 weeks	0007
05/05/03	05/23/03	3 weeks	0008
06/09/03	06/27/03	3 weeks	0009
07/07/03	07/25/03	3 weeks	0010
08/04/03	08/22/03	3 weeks	0011
09/02/03	09/19/03	3 weeks	0012

Additional dates for WTC to be announced.

Minimum/Maximum: 1/6

Tuition: \$3,580

EXCHANGE 2000 FOR THE ENTERPRISE-EXCHANGE 2000

Course Number YW243

This is an intensive course intended to provide students with the advanced knowledge and skills necessary to administer Microsoft Exchange 2000 in a multi-server, multi-domain, global enterprise environment. This course will include heavy emphasis on optimization, troubleshooting, backup and restoring. Upon completion of the course, students will be able to install, configure, administer, optimize, and troubleshoot an Exchange 2000 site. This class involves considerable hands-on system work in structured labs. Successful completion of this course requires the student to demonstrate competency with Microsoft Exchange 2000 by achieving a passing score on the vendor's exam for this product. This exam is currently Microsoft Exam 70-224 Exchange 2000.

Audience:

This three-week advanced Information Technology course is intended for Information Management Specialists (IMS) and Information Management Technical Specialist (IMTS) serving as Systems Administrators.

Clearances:

SECRET

Prerequisite:

Desktop Systems (YW642) and Accelerated NT (YW240) or NT 4.0 for CableXpress (YW287).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/04/02	11/22/02	3 weeks	001
02/03/03	02/21/03	3 weeks	002
08/18/03	09/05/03	3 weeks	003

Additional dates for WTC to be announced.

Minimum/Maximum: 4/6

Tuition: \$3,580

ACCELERATED EXCHANGE 2000

Course Code YW273

This accelerated two-week course gives experienced administrators the advanced knowledge and skills necessary to administer Exchange 2000 in a multi-server, multi-domain, global enterprise environment. This will include heavy emphasis on optimization, troubleshooting, backup and restore. Upon completion of the course students will be able to install, configure, administer, optimize and troubleshoot an Exchange 2000 site. This class involves considerable hands-on structured lab exercises. Successful completion of this course requires the student to demonstrate competency with Exchange 2000 by achieving a passing score on the Microsoft Exchange 2000 exam—currently 70-224.

Audience:

Information Management Specialists, Information Management Technical Specialists, and Foreign Service Nationals serving as systems administrators. This is a very accelerated course with little time for review.

Prerequisite:

Desktop Systems (YW642) and either Accelerated NT (YW240), NT for CableXpress (YW287) or Advanced Windows 2000 (YW245).

Schedule:

The Shultz Center, Arlington, Virginia.
9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
12/09/02	12/20/02	10 days	001
02/03/03	02/14/03	10 days	002
07/28/03	08/08/03	10 days	003
09/22/03	10/03/03	10 days	004

Minimum/Maximum: 4/12

Tuition: \$2,990

MICROSOFT EXCHANGE

Course Code YW749

At the end of this five-day course, the student will be able to describe the architecture of MS Exchange 5.5; perform administrative activities such as managing users, folders, directories, and lists; perform backup and restore operations; and diagnose and solve common mail problems.

Audience:

This course is intended for Information Management Specialist (IMS) personnel who will install, configure, and support Microsoft Exchange version 5.5. To successfully complete the course, the student must pass a Department of State specific exam.

Clearance:

SECRET

Prerequisite:

Desktop Systems (YW642) and Advanced NT (YW240) or Advanced Windows 2000 (YW245) or NT 4.0 for CableXpress (YW287). An assessment test to evaluate basic skills in Windows NT 4.0 will be given at the beginning of the class. Student must pass the assessment test with a score of 70% or better to continue the course.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/11/02	5 days	0001
10/15/02	10/18/02	5 days	0002
10/28/02	11/01/02	5 days	0003
11/25/02	11/29/02	5 days	0004
01/13/03	01/17/03	5 days	0005
01/27/03	01/31/03	5 days	0006
02/03/03	02/07/03	5 days	0007
02/10/03	02/14/03	5 days	0008
02/24/03	02/28/03	5 days	0009
03/10/03	03/14/03	5 days	0010
03/24/03	03/28/03	5 days	0011
04/28/03	05/02/03	5 days	0012
05/12/03	05/16/03	5 days	0013
05/27/03	05/30/03	5 days	0014
06/09/03	06/13/03	5 days	0015
06/23/03	06/27/03	5 days	0016
07/07/03	07/11/03	5 days	0017
07/21/03	07/25/03	5 days	0018
08/04/03	08/08/03	5 days	0019
08/18/03	08/22/03	5 days	0020
09/22/03	09/26/03	5 days	0021

Additional dates for WTC to be announced.

Minimum/Maximum: 1/8

Tuition: \$1,190

ADVANCED WINDOWS 2000 WIN2000

Course Code YW245

This three-week course gives students who are new to Microsoft Windows 2000 the knowledge necessary to understand and identify the tasks involved in supporting Windows 2000 networks. In addition, this course is designed to provide an overview of networking concepts and how they are implemented in Microsoft Windows 2000. It

also provides students with the knowledge and skills necessary to install and configure Microsoft Windows 2000 Professional on stand-alone and client computers that are part of a workgroup or domain. This course provides the skills and knowledge necessary to install and configure Microsoft Windows 2000 Server to create File, Print, Web, and Terminal servers. The students are provided with self-study time to prepare for the Microsoft exam.

Audience:

Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS) who will administer a LAN.

Clearance:

SECRET.

Prerequisite:

Desktop Systems (YW642).

Schedule:

The Warrenton Training Center
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/25/02	3 weeks	0001
01/13/03	01/31/03	3 weeks	0002
02/18/03	03/07/03	3 weeks	0003
05/05/03	05/23/03	3 weeks	0004
07/21/03	08/08/03	3 weeks	0005

Additional dates for WTC to be announced.

Minimum/Maximum: 4/12

Tuition: \$3,580

ACCELERATED WINDOWS 2000

Course Code YW275

This accelerated two-week course gives experienced NT administrators who are new to Windows 2000 the knowledge necessary to understand and identify the tasks involved in supporting Windows 2000 networks. This course will provide an overview of networking concepts and how they are implemented in Windows 2000. It will teach the knowledge and skills necessary to install and configure Windows 2000 Professional on stand-alone and client computers that are part of a workgroup or domain. This course provides the knowledge necessary to install and configure Windows 2000 Server to create File, Print, Web and Terminal servers. Students are provided with limited time for review for the Microsoft 2000 Server exam.

Audience:

Information Management Specialists, Information Management Technical Specialists, and Foreign Service Nationals who will administer a LAN. This is a very accelerated course and students must pass the Windows 2000 Server exam to successfully complete the course.

Prerequisite:

Desktop Systems (YW642).

Schedule:

The Shultz Center, Arlington, Virginia.
9 a.m. to 4 p.m.

Dates:

Begin FY 03	End	Length	Section
11/25/02	12/06/02	10 days	0001
01/21/03	01/31/03	9 days	0002
07/14/03	07/25/03	10 days	0003
09/08/03	09/19/03	10 days	0004

Minimum/Maximum: 4/12

Tuition: \$2,390

**CLOUT-COMMON LAN
OUTBOUND TELEGRAM
RELEASE SYSTEM VERSION 3.0**

Course Code YW230

Common LAN Outbound Terminal (CLOUT) is a three-day course for overseas system administrators, who may need to install, configure, and manage the CLOUT application. The CLOUT application is being installed worldwide as part of the ALMA project. CLOUT enables users to send telegrams through a Mail and CLOUT server to the TERP system. Students should have a documented record of working with NT 4.0 and Exchange 5.5.

Audience:

This course is intended for Information Management Specialist (IMS) personnel who will administer and support the CLOUT application. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisites:

Knowledge of Windows NT 4.0 and Microsoft Exchange.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

This is a call-up course.
Please call (703) 302-9007 for course dates.

Minimum/Maximum: 1/6

Tuition: \$720

CABLEXPRESS- CABLEXPRESS

Course Code YW285

This course is designed to prepare System Administrators to perform basics set-up and maintenance on the Department's new desktop telegram distribution system. The participant will learn the architecture and telegram flow of CableXpress, install and configure Lotus Notes, Domino Server, and CableXpress Server, install and configure client workstation, perform administrative duties, database maintenance, and end-user functions.

Audience:

This course is specially designed for Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS).

Clearance:

SECRET.

Prerequisite:

Desktop Systems (YW642) and Advanced NT (YW240) or NT 4.0 for CableXpress (YW287) and MS Exchange (YW749) and Windows Systems (YW255).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/11/02	5 days	0001
10/21/02	10/25/02	5 days	0002
11/04/02	11/08/02	5 days	0003
11/12/02	11/15/02	5 days	0004
12/02/02	12/06/02	5 days	0005
12/09/02	12/13/02	5 days	0006
12/16/02	12/20/02	5 days	0007
01/06/03	01/10/03	5 days	0008
01/13/03	01/17/03	5 days	0009
01/27/03	01/31/03	5 days	0010
02/10/03	02/14/03	5 days	0011
02/24/03	02/28/03	5 days	0012

Begin FY 03	End	Length	Section
03/10/03	03/14/03	5 days	0013
03/17/03	03/21/03	5 days	0014
03/24/03	03/28/03	5 days	0015
03/31/03	04/04/03	5 days	0016
04/07/03	04/11/03	5 days	0017
04/14/03	04/18/03	5 days	0018
04/21/03	04/25/03	5 days	0019
04/28/03	05/02/03	5 days	0020
05/05/03	05/09/03	5 days	0021
05/12/03	05/16/03	5 days	0022
05/19/03	05/23/03	5 days	0023
06/02/03	06/06/03	5 days	0024
06/16/03	06/20/03	5 days	0025
06/30/03	07/03/03	5 days	0026
07/14/03	07/18/03	5 days	0027
07/28/03	08/01/03	5 days	0028
08/11/03	08/15/03	5 days	0029
08/25/03	08/29/03	5 days	0030
09/08/03	09/12/03	5 days	0031
09/22/03	09/26/03	5 days	0032

Additional dates for WTC to be announced.

Minimum/Maximum: 1/6

Tuition: \$1,190

ADVANCED NETWORKING

Course Code YW241

This is an intensive course intended to provide students with the advanced knowledge and skills necessary to plan, configure, install, and administer multi-segmented, routed and switched Local Area Networks (LANs). This course will include heavy emphasis on the structure of LAN topologies and types, with a concentration on Ethernet LANs (utilizing both Category 5 UTP and Fiber Optic cabling) and on CISCO routers and switches. Upon completion of the course, students will be able to install, configure, administer, optimize, and troubleshoot a single or multi-segmented routed and/or switched Local Area Network.

This class involves considerable hands-on system work in structured labs. Successful completion of this course requires the student to demonstrate competency with networking concepts and terminology by achieving a passing score on the vendor's exam for this product. This exam is currently CISCO Certified Network Associate (CCNA) Exam 640-607. Students will also be given the opportunity to demonstrate competency on the Microsoft Networking Essentials Exam 70-058 as an elective portion of this course (self-study).

Audience:

This course is intended for Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS) who will administer and support NT 4.0 Local Area Networks (LANs) and NT 4.0 Classified Local Area Networks (NT-C/LANs). To successfully complete the course, the student must pass the industry standard exams.

Clearance:

SECRET.

Prerequisite:

Desktop Systems (YW642) and Windows 2000 (YW245) or MCP Certification.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/21/02	11/01/02	2 weeks	0001
12/02/02	12/13/02	2 weeks	0002
01/06/03	01/17/03	2 weeks	0003
02/03/03	02/14/03	2 weeks	0004
03/17/03	03/28/03	2 weeks	0005
04/07/03	04/18/03	2 weeks	0006
05/27/03	06/06/03	2 weeks	0007
07/07/03	07/18/03	2 weeks	0008
07/28/03	08/08/03	2 weeks	0009

Begin	End	Length	Section
09/08/03	09/19/03	2 weeks	0010
Additional dates to be announced.			

Minimum/Maximum: 4/8

Tuition: \$2,390

ADVANCED ROUTER CONFIGURATION-ARC

Course Code YW251

This course is intended for System Administrators and Network Administrators. Topics include network performance tuning, traffic filtering, queuing routing protocols (IGRP, EIGRP, OSPF and BGP), Bridging Dial-on-Demand Services, ISDN and various WAN and LAN protocols. The CISCO Advanced Router Configuration test will be given on the final day. A passing grade on the test is required for course certification.

Audience:

This course is intended for Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS) who will administer and support Local Area Networks (LANs) and Wide Area Networks (WANs). To successfully complete this course, the student must pass the industry standard exam.

Clearance:

TOP SECRET.

Prerequisite:

Desktop Systems (YW642) and Windows 2000 (YW245) or MCP Certification and Advance Networking (YW241).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/12/02	11/22/02	2 weeks	0001
01/21/03	01/31/03	2 weeks	0002
02/24/03	03/07/03	2 weeks	0003
05/05/03	05/16/03	2 weeks	0004
06/09/03	06/20/03	2 weeks	0005
08/18/03	08/29/03	2 weeks	0006

Additional dates for WTC to be announced.

Minimum/Maximum: 4/8

Tuition: \$2,390

SCUP SATELLITE TERMINAL- SCUP

Course Code YW434
(Previously YW234)

The SC Upgrade (SCUP) satellite terminal course provides training in the operation and maintenance of Diplomatic Telecommunications Services (DTS) SCUP satellite communication terminals. The course covers decibel calculations, modulation/demodulation theory, uplink/downlink amplification, and frequency translation. Also covered are system signal flow, satellite acquisition/tracking, and internal test loops. Troubleshooting is restricted to the least replaceable unit (LRU), using the associated monitor and control systems.

Audience:

This is a "post specific" course designed for operational and technical personnel who are required to maintain the operational and technical readiness of the SC-7 equipment. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
01/27/03	01/31/03	5 days	0001
03/31/03	04/04/03	5 days	0002
04/28/03	05/02/03	5 days	0003
08/04/03	08/08/03	5 days	0004
09/08/03	09/12/03	5 days	0005
09/29/03	10/03/03	5 days	0006

Minimum/Maximum: 2/4

Tuition: \$1,190

SC-7 SATELLITE OPERATIONS AND MAINTENANCE

Course Code YW192

This course is designed to provide training in the operation and maintenance of the SC-7 satellite communications terminal, utilizing a Control, Monitor and Alarm (CMA) system. The course covers decibel calculations and link equations, basic multiplexing and modulation/demodulation theory, uplink/downlink amplification, and frequency translations. Also covered are system signal flow and satellite acquisition. Troubleshooting is restricted to the least replaceable unit (LRU), using the SC-7 internal test loops and fault summary screens.

Audience:

This is a "post specific" course designed for operational and technical personnel who are required to maintain the operational and technical readiness of the SC-7 equipment. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:**TOP SECRET/CRYPTO.****Prerequisite:**

None.

Schedule:

The Warrenton Training Center.

8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
----------------	-----	--------	---------

10/21/02	11/08/02	3 weeks	0001
----------	----------	---------	------

01/13/03	01/31/03	3 weeks	0002
----------	----------	---------	------

02/18/03	03/07/03	3 weeks	0003
----------	----------	---------	------

04/07/03	04/25/03	3 weeks	0004
----------	----------	---------	------

Additional dates to be announced.

Minimum/Maximum: 2/6**Tuition:** \$3,580

INTRODUCTION TO DATA COMMUNICATIONS

Course Code YW173

Introduction to Data Communications is a hands-on course that provides the foundation for an understanding of data communications used within the Diplomatic Telecommunications Service. In addition to the use of data test sets, oscilloscopes, and a variety of other data test equipment, the operation and limited maintenance of the various modems and encryption devices of the data communication system are taught. The employee learns to configure equipment for proper clocking and circuit speed. Modulation theory is also discussed. Signal flow, patching, and troubleshooting techniques are emphasized throughout the course.

Audience:

Designed for operational and technical personnel who will have the responsibility to perform daily, routine trouble shooting, maintenance, and repair of various communications transmission devices, including cryptographic security devices, multiplex equipment, modems, and technical control functions. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:**TOP SECRET/CRYPTO.****Prerequisite:**

None.

Schedule:

The Warrenton Training Center.

8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
----------------	-----	--------	---------

10/07/02	10/18/02	2 weeks	0001
----------	----------	---------	------

11/04/02	11/15/02	2 weeks	0002
----------	----------	---------	------

02/18/03	02/28/03	2 weeks	0003
----------	----------	---------	------

03/17/03	03/28/03	2 weeks	0004
----------	----------	---------	------

06/23/03	07/03/03	2 weeks	0005
----------	----------	---------	------

07/21/03	08/01/03	2 weeks	0006
----------	----------	---------	------

08/18/03	08/29/03	2 weeks	0007
----------	----------	---------	------

09/15/03	09/26/03	2 weeks	0008
----------	----------	---------	------

Additional dates to be announced.

Minimum/Maximum: 2/6**Tuition:** \$2,390

WIDE-BAND N.E.T.

Course Code YW250

This course provides hands-on operations and limited maintenance on the Diplomatic Telecommunications Service (DTS) NET (Network Equipment Technologies) IDNX/Promina Network. It covers the identification of components, configuration of system modules, voice channel interfacing, and network fault-isolation using test equipment in conjunction with the maintenance terminal (WYSE 185), and related training on the NET IDNX and Promina switching Nodes. Supporting course subjects include high-speed data communications++ theory, DTS circuit flow, multiplexing fundamentals, technical control functions, system patching, network theory, organization, circuit relan, switching fundamentals, data circuit testing, and troubleshooting using digital test equipment (Fireberd 6000, Oscilloscope). The course also provides an overview of the operation and limited diagnostic trouble-shooting of the Access Communication Processors (ACP-10, 50 & 70), TxPORT Modem operations, UPS-2000RME, UPS2000RME-157, PX Platform (PX 3 Frame Relay, and GPS Timing Distribution System (FiberPlex TDS-601)). Signal flow, patching, and trouble-shooting techniques are emphasized throughout the course. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET/CRYPTO.

Prerequisite:

Introduction to Data Communications (YW173).

Schedule:The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.**Dates:**

Begin FY 03	End	Length	Section
10/21/02	11/01/02	2 weeks	0001
03/03/03	03/14/03	2 weeks	0002
03/31/03	04/11/03	2 weeks	0003
07/07/03	07/18/03	2 weeks	0004
08/04/03	08/15/03	2 weeks	0005
09/02/03	09/12/03	2 weeks	0006
09/29/03	10/10/03	2 weeks	0007

Additional dates to be announced.

Minimum/Maximum: 2/4**Tuition:** \$2,390**WIDE-BAND DIGITAL TRANSMISSION NETWORKING**

Course Code YW213

Wide-Band Digital Transmission Networking provides hands-on operations and limited maintenance on the Diplomatic Telecommunications Service (DTS) Megaswitch network. It covers the identification of components, configuration of system modules, voice channel interfacing, and network fault isolation using test equipment in conjunction with the GDC maintenance terminals (WYSE 85 & 185). System and related training covers the GDC Megaswitch, GDC Megaswitch Compact, GDC Megamux Plus and GDC Minimax. Supporting course subjects include high-speed data communication theory, DTS circuit flow, multiplexing fundamentals, technical control functions and system patching, network theory and organization, circuit relay and switching fundamentals, data circuit testing and troubleshooting using Data test sets, oscilloscopes and a variety of data test equipment, and fiber optic modem operations. The course also covers the operation and limited diagnostic troubleshooting of the Access Communications Processors (ACP-10 & 50) and the Uninterruptible Power System (UPS-2000RME, 2000RME-157).

Audience:

This course is designed for all operational, technical, and regional technical support office personnel who will be expected to maintain, troubleshoot, and repair Diplomatic Telecommunication Service (DTS) telecommunications equipment, facilities, and circuitry. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET/CRYPTO.

Prerequisite:

Introduction to Data Communications (YW173).

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/09/02	12/20/02	2 weeks	0001
03/31/03	04/11/03	2 weeks	0002
05/19/03	05/30/03	2 weeks	0003
08/04/03	08/15/03	2 weeks	0004

Additional dates to be announced.

Minimum/Maximum: 2/4

Tuition: \$2,390

COMMERCIAL SATELLITE TERMINALS

Course Code YW234

This course is designed to provide training on the Commercial Satellite Terminals used with the DTS. The course covers the CT-3/5/7/9 and the Digital Satellite Terminal (DST).

Audience:

This is a "post specific" course designed for operational and technical personnel who are required to maintain the operational and technical readiness of the commercial satellite terminal equipment. Models CT-3/5/7/9 and DST. Commercial Term CT-7/9 (YW212) is no longer available. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET/CRYPTO.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/07/02	10/18/02	2 weeks	0001
11/04/02	11/15/02	2 weeks	0002
12/02/02	12/13/02	2 weeks	0003
01/06/03	01/17/03	2 weeks	0004
03/17/03	03/28/03	2 weeks	0005
04/14/03	04/25/03	2 weeks	0006
07/21/03	08/01/03	2 weeks	0007
08/18/03	08/29/03	2 weeks	0008
09/15/03	09/26/03	2 weeks	0009

Additional dates to be announced.

Minimum/Maximum: 1/3

Tuition: \$2,390

BLACK ROUTER

Course Code YW745

The Black Router course provides participants with an introduction to CISCO 2503/2507/4500M and 7513 routers used within the Diplomatic Telecommunications Service (DTS). This course provides information pertaining to the router's operation within the DTS network, including interfaces and protocols, system components, network configuration and addressing, device control and commands, signal paths, system security, and support equipment associated with router. The course also includes troubleshooting and diagnostic exercises.

Audience:

This is a "post specific" course designed for operational and technical personnel who are required to maintain the operational and technical readiness of the Diplomatic Telecommunications Service (DTS) Black Router communications system equipment and expected to operate and maintain CISCO routers as used in the DTS/PO network. To successfully complete this course, the student must pass the industry standard exam.

Clearance:

TOP SECRET/CRYPTO.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.
8:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/28/02	11/01/02	5 days	0001
11/12/02	11/15/02	5 days	0002
01/13/03	01/17/03	5 days	0003
02/03/03	02/07/03	5 days	0004

Begin FY 03	End	Length	Section
03/03/03	03/07/03	5 days	0005
03/31/03	04/04/03	5 days	0006
04/14/03	04/18/03	5 days	0007
05/12/03	05/16/03	5 days	0008
06/02/03	06/06/03	5 days	0009
06/16/03	06/20/03	5 days	0010
07/07/03	07/11/03	5 days	0011
08/04/03	08/08/03	5 days	0012
09/08/03	09/12/03	5 days	0013

Additional dates to be announced.

Minimum/Maximum: 1/3**Tuition:** \$1,190**CURRENT INSTALLATION PRACTICES**

Course Code YW203

Provides instruction in all aspects of electrical and physical installation procedures in accordance with field station installation criteria and Diplomatic Telecommunications Service (DTS) installation standards. The employee learns grounding systems, use of electrical conduit, power distribution, signal isolation, breaker panels and shielded enclosure doors. The course includes 80 hours of classroom theory followed by 80 hours of lab exercises in which class participants install a typical field station communications center, (power and communications equipment) in accordance with OCHB-F 50.30.2 and DTS Installation Standards-1A guidelines.

Audience:

This course is designed for personnel who have installation, construction, inspection, or other operational, technical or oversight responsibilities in connection with the Information Program Unit (IPU) at overseas locations. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.

8:00 a.m. to 4:00 p.m.

Dates:

Please call (703) 302-9007 for course dates.

Minimum/Maximum: 1/12**Tuition:** \$4,770**AIR CONDITIONING SYSTEMS**

Course Code YW205

This course provides the student with the knowledge to operate the Edwards Chilled Water System and a typical air conditioning system. The student will learn basic preventive and corrective maintenance procedures to the component level of each system.

Audience:

This course is designed primarily for Information Program Unit (IPU) operational, Regional Technical Support (RTS) office, Overseas Buildings Office (OBO) technical personnel who will operate and maintain the post's Information Program Unit (IPU) dedicated air conditioning system. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.

8:00 a.m. to 4:00 p.m.

Dates:

Please call (703) 302-9007 for course dates.

Minimum/Maximum: 1/6**Tuition:** \$2,390**GENERATORS - POWER GENERATOR SYSTEMS**

Course Code YW206

Knowledge to operate and perform basic preventive and corrective maintenance on the diesel engine and AC generator and regulator is provided in this course.

Audience:

This course is designed primarily for Information Program Unit (IPU) operational, Regional Technical Support (RTS) office, Overseas Buildings Office (OBO) technical personnel who will operate and maintain the post's Information Program Unit (IPU) dedicated emergency generator power generating system. To successfully complete the course, the student must pass a standard Warrenton Training Center exam.

Clearance:

TOP SECRET.

Prerequisite:

None.

Schedule:

The Warrenton Training Center.

8:00 a.m. to 4:00 p.m.

Dates:

Please call (703) 302-9007 for course dates.

Minimum/Maximum: 1/6**Tuition:** \$2,390

DOMESTIC UNCLASSIFIED CABLEXPRESS ADMINISTRATION (DUCX)

Course Code YW284

This five-day course is designed to prepare domestic system administrators to perform basic set-up and maintenance on the Department of State's desktop telegram distribution system. At the end of this course the student will be able to: perform all end-user functions, describe the architecture and telegram flow with the incorporation of the Domestic Unclassified CableXpress (DUCX), understand the installation and configuration of the Lotus Notes Domino Server and the Domestic Unclassified CableXpress Server, install and configure client workstations for the receipt and delivery of telegrams via DUCX, perform administrative activities such as managing user inboxes and profiles, DUCX database maintenance, and administering the server from a client workstation.

Participants learn to:

- Install and configure Lotus Notes Domino and CableXpress Server.
- Install and configure Lotus Notes client workstations.
- Learn to start and monitor the server.
- Create, modify and delete users' inboxes and profiles.
- Learn to update and create databases in CableXpress and Lotus Notes/Domino.
- Explore the relationship between DUCX, NT, MS Exchange and the Department of State's telegram systems.

Audience:

Domestic Information Systems Officers, systems managers, and others who support users of the Domestic Unclassified CableXpress system.

Prerequisite:

NT Advanced Administration (YW240) and Microsoft Exchange (YW749), their predecessors, or their commercial equivalents.

Schedule:

The Shultz Center, Arlington, Virginia.

9:00 a.m. to 4:00 p.m.

Dates:

FY 03

Begin	End	Length	Section
10/07/02	10/11/02	5 days	0001
11/04/02	11/08/02	5 days	0002
12/16/02	12/20/02	5 days	0003
01/06/03	01/10/03	5 days	0004
02/10/03	02/14/03	5 days	0005
03/17/03	03/21/03	5 days	0006
03/31/03	04/04/03	5 days	0007
05/19/03	05/23/03	5 days	0008
06/16/03	06/20/03	5 days	0009
07/07/03	07/11/03	5 days	0010
08/18/03	08/22/03	5 days	0011
09/22/03	09/26/03	5 days	0012

FY 04

To be determined

Minimum/Maximum: 8/12

Tuition: \$1,190

SUPPORTING CA SYSTEMS AND APPLICATIONS

Course Code PS310

This weeklong course provides specific knowledge and skills necessary for Information Management Specialists and Foreign Service Nationals to effectively administer and support Consular systems and applications. Students in this course will learn through demonstrations, games, and hands-on exercises.

Participants learn to:

- Describe the functions of a Consular section overseas.
- List Consular hardware components and software applications installed at post.
- Identify the hardware and configuration requirements for Consular database servers.
- Describe data redundancy and identify the redundancy configuration used in the Consular database server at post.
- Configure COTS applications residing on a Consular Oracle server.
- Install CA proprietary applications and COTS software needed for consular workstations.
- Define configuration settings contained in CA application initialization files.
- Explain the namecheck process and describe the applications involved.
- Use back-up and recovery tools for Consular equipment.
- Write and apply logon scripts, set up and troubleshoot directory replication, and implement a Policy-Only environment.
- Perform daily and weekly procedures recommended to support the Consular section.
- Demonstrate procedures for troubleshooting CA system problems.
- Identify the information sources which can be consulted for additional information concerning Consular systems support and troubleshooting.

Audience:

This course is intended for Information Management Specialist (IMS) or Foreign Service National (FSN) systems managers who support Consular systems and applications.

Prerequisite:

Windows NT 4.0 Administration (PS261) or Windows NT 4.0 LAN Administration (YW225). Demonstrable competence in many facets of NT systems administration and support is necessary to benefit from this course.

Schedule:

The Shultz Center, Arlington, Virginia.
9:00 a.m. to 4:00 p.m.

Dates:

FY 03	Begin	End	Length	Section
	12/02/02	12/06/02	5 days	0001
	01/13/03	01/17/03	5 days	0002
	02/24/03	02/28/03	5 days	0003
	03/03/03	03/07/03	5 days	0004
	04/07/03	04/11/03	5 days	0005
	05/12/03	05/16/03	5 days	0006
	06/16/03	06/20/03	5 days	0007
	07/21/03	07/25/03	5 days	0008
	08/18/03	08/22/03	5 days	0009
	09/08/03	09/12/03	5 days	0010
FY 04				
	To be determined.			

Minimum/Maximum: 1/7

Tuition: \$1,380

IRM ORIENTATION FOR NEW-HIRE IM SPECIALISTS

Course Code PS380

This five-day orientation provides specific knowledge and skills necessary for Information Management Specialists and Information Management Technical Specialists to understand the structure, function, and relationship of the IRM organization to the elements of the Department of State in its domestic and overseas locations. This orientation also provides specific knowledge and skills necessary to enable Information Management Specialists and Information Management Technical Specialists to develop and pursue career goals and objectives.

Participants learn to:

- Navigate the Department's office symbols.
- Locate the Bureau of IRM in the Department's organizational chart.
- Understand the relationship between IRM, the Regional Bureaus, and the RIMCs.
- State the duties of the IMO, ISO, IPO, ISSO and IMA positions at post.
- Determine the proper support structure for systems at post.
- Match each post to its home bureau.
- Understand the relationship between IRM's Strategic and Tactical Plans.
- Relate the Mission Program Plan to the Department's Strategic Plan.
- Discuss the Foreign Service Evaluation System for IRM personnel.

Audience:

This course is for all new-hire employees in the Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS) career fields.

Prerequisite:

None.

Dates:

FY03

Dates to be determined.

Schedule:

The Shultz Center, Arlington, Virginia.

8:00 a.m. to 4:00 p.m.

Minimum/Maximum: 8/11

Tuition: \$830

DESKTOP SYSTEMS

Course Code YW642

The Desktop Systems course is a basic level course in Intel PC desktop computer systems. The course is designed to enable students to complete the CompTIA (Computing Technology Industry Association) A+ computer service technician certification. In order to pass this course the student must pass two exams. The core exam tests the student's knowledge of IBM compatible hardware. The second exam tests the student's knowledge of Windows 9X, Windows NT, and Windows 2000. This two-week course is a very demanding training period and students should have basic PC knowledge. The course prepares the student to attend higher level systems training.

Audience:

This course is intended as a basic introduction to Microsoft Windows NT 4.0, Microsoft Windows 2000, Microsoft Windows 9X and hardware repair/replacement. This course is designed for Information Management Specialists (IMS) and Information Management Technical Specialists (IMTS). To successfully complete this course, the student must pass two (2) industry standard A+ Comp TIA exams.

Prerequisite:

None.

Recommended Preparation:

Michael Meyers' All in One A+ Certification Exam Guide Fourth Edition.

Schedule:The Shultz Center, Arlington, Virginia.
8:30 a.m. to 4:00 p.m.**Dates:**

Begin FY 03	End	Length	Section
10/07/02	10/18/02	2 weeks	0001
11/04/02	11/15/02	2 weeks	0002
12/02/02	12/13/02	2 weeks	0003
01/06/03	01/17/03	2 weeks	0004
02/10/03	02/21/03	2 weeks	0005
03/10/03	03/21/03	2 weeks	0006
04/07/03	04/18/03	2 weeks	0007
05/05/03	05/16/03	2 weeks	0008
06/02/03	06/13/03	2 weeks	0009
06/30/03	07/11/03	2 weeks	0010
07/14/03	07/25/03	2 weeks	0011
08/25/03	09/05/03	2 weeks	0012
09/08/03	09/19/03	2 weeks	0013
FY 04			

To be determined.

Minimum/Maximum: 3/10**Tuition** \$2,390**COMPUTER SYSTEMS
NETWORKING**

Course Code YW259

This course provides knowledge on the essentials of computer networking to include Network Operating Systems, Client Connectivity, Networking Standards and the OSI Model, Network Transmission Media, Network Protocol Suites concentrating on the TCP/IP Protocol, Network Security, Network Administration, Network Maintenance, and Network Troubleshooting. Classroom work includes extensive instructor led labs.

Audience:

Information Management Specialists (IMS), Information Management Technical Specialist (IMTS), and Foreign Service National (FSN) employees serving as Systems Administrators and Computer Systems Support personnel. Confirmation of assignment is requested.

Prerequisite:

Desktop Systems (YW642) or A+ Certification.

Note: For course completion the student must pass an industry standard exam. The current exam is the Comp TIA Network + Certification exam.

Dates:

There are no courses scheduled for FY 2003 at this time.



With the beginning of FY03 the Information Management Training (IMT) will only offer courses that support the Microsoft Office 2000 Suite. Questions may be addressed to PSI/SAIT/IMT at (703) 302-6759.

MS OFFICE 2000 QUICK REVIEW

Course Code PS321

This two-day quick review is intended for advanced users of the Microsoft Office Suite of products. The course covers Microsoft Office Basic techniques in all applications for document management. *Microsoft Word 2000* simplified document preparation using AutoText and AutoCorrect, standard templates, and Word-specific editing techniques, and table formatting; *Microsoft Outlook* messaging package to manage information about people, using Calendar for efficient time management, track appointments, and manage tasks; *Microsoft Excel 2000* spreadsheet functions to create, edit, format, and present typical business spreadsheets, working with multiple workbooks and advanced features such as "IF" statements, linking worksheets, and creating graphs; and *Microsoft PowerPoint 2000* to create, modify, and present typical business presentations and slide shows, creating graphs and adding special effects.

Participants learn:

- Spreadsheet functions to create, edit, format, and present typical business spreadsheets, working with multiple workbooks and advanced features such as "IF" statements, linking worksheets and creating graphs.
- Messaging package to manage information about people, using Calendar

for efficient time management, track appointments, and manage tasks.

- To create, modify, and present typical business presentations and slide shows, creating graphs, and adding special effects.
- Simplified document preparation using AutoText and AutoCorrect, standard templates, and Word-specific editing techniques and table formatting.

Audience:

Advanced users of the Microsoft Office Suite of products.

Prerequisite:

None.

Recommended Preparation:

Microsoft Introductory courses: MS Word 97 (PS232), MS PowerPoint 2000 (PS340), MS Excel 2000 (PS370), and MS Outlook (PS398).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/03/02	10/04/02	2 days	0001
11/12/02	11/13/02	2 days	0002
01/14/03	01/15/03	2 days	0003
03/13/03	03/14/03	2 days	0004
03/26/03	03/27/03	2 days	0005
05/05/03	05/06/03	2 days	0006
05/29/03	05/30/03	2 days	0007
06/12/03	06/13/03	2 days	0008
07/02/03	07/03/03	2 days	0009
07/21/03	07/22/03	2 days	0010
08/12/03	08/13/03	2 days	0011
09/29/03	09/30/03	2 days	0012

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

MS OFFICE 2000 WEEK

Course Code PS320

This five-day course provides a fast-paced overview of the Microsoft Office Suite of products for those students with some familiarity of PC technology. The course covers *Microsoft Word 2000* document preparation and editing functions necessary to create, modify, and present office documents; *Microsoft Outlook* messaging package to create, reply and manage e-mail and distribution lists; *Microsoft Excel 2000* spreadsheet functions to create, edit, format, and present typical business spreadsheets by making changes to cells, ranges of cells, creating simple formulas with the toolbars or with the formula palette, formatting numbers or text and setting up page options for printing; and *Microsoft PowerPoint 2000* to create, modify and present typical business presentations and slide shows using outlines, slides, clip art and drawing objects, and organization charts.

Participants learn to:

- Create worksheets for calculating data; work with simple formulas and functions; format text, numbers, and cells; and set up the worksheet for printing.
- Send and forward e-mail; plan meetings with Calendar; manage Contacts; organize schedules; manage task list; and manage files, folders, and system resources.
- Create slides in different views; select and modify design styles; create charts and organizational charts; add clip art and animation techniques; run a slide show with transitions and builds.
- Identify the basic elements of the Word screen; create and save documents; edit, format and print documents; use of spell check, headers & footers, tabs, find and replace, and auto-correct; manage document files.

Audience:

Employees familiar and comfortable with the use of PC technology who have an office requirement to use the full functionality of the integrated Microsoft Office suite of products.

Prerequisite:

None.

Recommended Preparation:

Microsoft Introductory courses: MS Word 97 (PS232), MS PowerPoint (PS340), Microsoft Excel (PS370), and MS Outlook (PS398).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
09/30/02	10/04/02	5 days	0001
11/18/02	11/22/02	5 days	0002
01/06/03	01/10/03	5 days	0003
02/24/03	02/28/03	5 days	0004
03/31/03	04/04/03	5 days	0005
06/02/03	06/06/03	5 days	0006
07/07/03	07/11/03	5 days	0007
08/25/03	08/29/03	5 days	0008
FY04			

To be determined.

Minimum/Maximum: 1/12

Tuition: \$1,380

INTRODUCTION TO MS ACCESS 2000

Course Code PS350

This is a beginner course in Microsoft's version of database management. This course is designed for those with little or no experience in Access. The course provides a foundation for defining the elements of a database and their relational functions. Students will create databases, tables, and select queries. Basic forms and reports will also be created.

Participants learn to:

- Define and identify the elements of an Access database.
- Create and modify tables.
- Generate select queries.
- Create basic forms.
- Create basic reports.

Audience:

Any employee who needs to use the relational database feature for database management.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/08/02	2 days	0001
10/22/02	10/23/02	2 days	0002
11/25/02	11/26/02	2 days	0003
12/02/02	12/03/02	2 days	0004
01/09/03	01/10/03	2 days	0005
01/27/03	01/28/03	2 days	0006
02/10/03	02/11/03	2 days	0007
02/20/03	02/21/03	2 days	0008
03/10/03	03/11/03	2 days	0009
04/08/03	04/09/03	2 days	0010

Begin FY 03	End	Length	Section
04/21/03	04/22/03	2 days	0011
05/06/03	05/07/03	2 days	0012
05/27/03	05/28/03	2 days	0013
06/23/03	06/24/03	2 days	0014
07/07/03	07/08/03	2 days	0015
07/21/03	07/22/03	2 days	0016
08/05/03	08/06/03	2 days	0017
09/02/03	09/03/03	2 days	0018
09/15/03	09/16/03	2 days	0019
09/29/03	09/30/03	2 days	0020

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

WORKSHOP MS ACCESS 2000

Course Code PS353

This one-day workshop focuses on Department of State Bureau/Office project issues related to the Access 2000 application. Major emphasis is centered on creating practical solutions to real problems. Topics will be drawn from questions derived from the IRM Customer Center and from questions and/or evaluations recruited by members of the IMT staff.

Participants learn to:

- Effectively use Access 2000 to accomplish project-specific tasks.

Audience:

Department of State employees seeking solutions to specific issues dealing with projects and office-related applications.

Prerequisite:

None.

Recommended Preparation:

Introduction to MS Access 2000 (PS350)

and/or Microsoft Office 2000 Week (PS320).

Dates:

Begin FY 03	End	Length	Section
10/04/02	10/04/02	1 day	0001
02/03/03	02/03/03	1 day	0002
05/02/03	05/02/03	1 day	0003
08/11/03	08/11/03	1 day	0004
09/12/03	09/12/03	1 day	0005

Minimum/Maximum: 4/12

Tuition: \$280

INTERMEDIATE MS ACCESS 2000

Course Code PS351

This two-day course teaches intermediate database management skills. It is intended for database users with at least three months experience in using MS Access 97 or MS 2000.

Participants learn to:

- Modify tables.
- Create advanced and action queries.
- Design forms using combo and list boxes and option groups.
- Create advanced reports.
- Use database utilities.

Audience:

Experienced database users.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201) and Introduction to Access 97 (PS250) or Introduction to Access 2000 (PS350).

Recommended Preparation:

Four or more weeks actual use of MS Access 2000.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/07/02	11/08/02	2 days	0001
12/19/02	12/20/02	2 days	0002
01/23/03	01/24/03	2 days	0003
03/03/03	03/04/03	2 days	0004
04/29/03	04/30/03	2 days	0005
06/19/03	06/20/03	2 days	0006
08/11/03	08/12/03	2 days	0007
09/15/03	09/16/03	2 days	0008

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

COMPREHENSIVE MS ACCESS 2000

Course Code PS352

This comprehensive five-day course is designed for participants interested in getting the most out of Access 2000, as well as those wanting to obtain the Microsoft Office User Specialist (MOUS) certification. Participants will learn all the core features of this application. Major topics include: planning and designing databases, building and modifying tables, building and modifying forms, viewing and organizing information, defining relationships, producing reports, integrating with other applications, and using Access 2000 tools. Upon completion of this course, the student should have developed the skill sets necessary to successfully pass the Core Access 2000 MOUS exam. The Microsoft Access 2000 MOUS exam is an industry standard benchmark to measure an individual's skills and abilities related to the application. To successfully complete and

receive credit for this course the student must pass the Microsoft Access 2000 MOUS core certification exam.

Audience:

All government employees requiring an in-depth knowledge of Access 2000 and/or government employees pursuing the Microsoft Access 2000 MOUS certification.

Prerequisite:

None.

Recommended Preparation:

Introduction and Intermediate Access 2000 (PS250 and PS350) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/04/02	11/08/02	5 days	0001
12/09/02	12/13/02	5 days	0002
02/10/03	02/14/03	5 days	0003
03/24/03	03/28/03	5 days	0004
05/19/03	05/23/03	5 days	0005
06/23/03	06/27/03	5 days	0006
08/04/03	08/08/03	5 days	0007
09/22/03	09/26/03	5 days	0008

FY 04

To be determined.

Minimum/Maximum: 4/12

Tuition: \$280

CABLEXPRESS FOR END USERS

Course Code PS284

This one-day course is designed to introduce students to the desktop telegram distribution system for the Department of State. Students will learn the overall functionality of CableXpress, including steps on how to view, read, forward, originate cables, search the cable archives, and display reference cables.

Participants learn to:

- Manage incoming cables.
- Prepare outgoing cables.
- Perform Archive searches.
- Create local cable databases.
- Organize the CableXpress desktop (Workspace).

Audience:

Any employee who drafts telegrams for the Department of State and overseas posts.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201).

Recommended Preparation:

Experience creating cables.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/01/02	10/01/02	1 day	0001
10/15/02	10/15/02	1 day	0002
10/21/02	10/21/02	1 day	0003
10/30/02	10/30/02	1 day	0004
11/15/02	11/15/02	1 day	0005
11/25/02	11/25/02	1 day	0006
12/04/02	12/04/02	1 day	0007
12/16/02	12/16/02	1 day	0008
01/03/03	01/03/03	1 day	0009

Begin FY 03	End	Length	Section
01/13/03	01/13/03	1 day	0010
01/21/03	01/21/03	1 day	0011
01/29/03	01/29/03	1 day	0012
02/07/03	02/07/03	1 day	0013
02/18/03	02/18/03	1 day	0014
02/27/03	02/27/03	1 day	0015
03/03/03	03/03/03	1 day	0016
03/10/03	03/10/03	1 day	0017
03/17/03	03/17/03	1 day	0018
03/28/03	03/28/03	1 day	0019
04/09/03	04/09/03	1 day	0020
04/21/03	04/21/03	1 day	0021
05/09/03	05/09/03	1 day	0022
05/27/03	05/27/03	1 day	0023
06/05/03	06/05/03	1 day	0024
06/11/03	06/11/03	1 day	0025
06/23/03	06/23/03	1 day	0026
06/27/03	06/27/03	1 day	0027
07/14/03	07/14/03	1 day	0028
07/23/03	07/23/03	1 day	0029
08/11/03	08/11/03	1 day	0030
08/28/03	08/28/03	1 day	0031
09/08/03	09/08/03	1 day	0032
09/10/03	09/10/03	1 day	0033
09/17/03	09/17/03	1 day	0034
09/22/03	09/22/03	1 day	0035
09/29/03	09/29/03	1 day	0036

FY 04

To be determined.

Minimum/Maximum: 8/12

Tuition: \$1,380

**INTRODUCTION TO
MS EXCEL 2000**

Course Code PS370

This is a beginner's course in MS Excel 2000 electronic spreadsheet. Students learn to create, edit, format, manipulate, and print spreadsheets. Intended for those with little or no experience in MS Excel 97 or MS Excel 2000.

Participants learn to:

- Create worksheets for calculating data.
- Work with simple formulas and functions.
- Format text, numbers, and cells.
- Set up the worksheet for printing.

Audience:

Any employee who needs to use a spreadsheet for calculating numerical data for work or presentation.

Prerequisites:

Introduction to MS Windows NT, 4.0 (PS201).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/09/02	10/10/02	2 days	0001
10/24/02	10/25/02	2 days	0002
12/05/02	12/06/02	2 days	0003
12/16/02	12/17/02	2 days	0004
01/14/03	01/15/03	2 days	0005
01/30/03	01/31/03	2 days	0006
02/12/03	02/13/03	2 days	0007
03/04/03	03/05/03	2 days	0008
03/13/03	03/14/03	2 days	0009
03/24/03	03/25/03	2 days	0010
04/10/03	04/11/03	2 days	0011
04/23/03	04/24/03	2 days	0012
05/06/03	05/09/03	2 days	0013
05/29/03	05/30/03	2 days	0014

Begin FY 03	End	Length	Section
06/25/03	06/26/03	2 days	0015
07/10/03	07/11/03	2 days	0016
07/23/03	07/24/03	2 days	0017
08/07/03	08/08/03	2 days	0018
09/08/03	09/09/03	2 days	0019
09/18/03	09/19/03	2 days	0020

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

WORKSHOP MS EXCEL 2000

Course Code PS373

This one-day workshop focuses on Department of State Bureau/Office projects/issues related to the Excel 2000 application. Major emphasis is centered on creating practical solutions to real problems. Topics will be derived from questions derived from the IRM Customer Center and from questions and/or evaluations recruited by members of the IMT staff. Upon completion of this workshop, the participant should be able to effectively use Excel 2000 to accomplish project-specific tasks.

Audience:

Department of State employees seeking solutions to specific issues dealing with projects and office-related applications.

Prerequisite:

None.

Recommended Preparation:

Introduction to MS Excel 2000 (PS370) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/02/02	10/02/02	1 day	0001
01/23/03	01/23/03	1 day	0002
05/05/03	05/05/03	1 day	0003
07/14/03	07/14/03	1 day	0004
09/05/03	09/05/03	1 day	0005

Minimum/Maximum: 4/12

Tuition: \$280

INTERMEDIATE MS EXCEL 2000

Course Code PS371

This is a two-day course in Excel designed to strengthen the foundation of those employees who wish to advance their skills with spreadsheet management. This is intended for experienced users with at least 60 working days using MS Excel 97 or MS Excel 2000. Emphasis is on advanced functions and working with MS Excel 97 or MS Excel 2000 as a database.

Participants learn to:

- Work with multiple worksheets and workbooks.
- Work with Excel as a database.
- Name ranges and formulas.
- Create a simple chart.

Audience:

Those working in a financial capacity or anyone with a working knowledge of the fundamentals of MS Excel 97 or MS Excel 2000.

Prerequisite:

Excel 97 for Windows (PS270) or Excel 2000 for Windows (PS370), and Introduction to MS Windows NT, 4.0 (PS201).

Recommended Preparation:

Four or more weeks of actual experience in the use of MS Excel 2000.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/21/02	11/22/02	2 days	0001
01/02/03	01/03/03	2 days	0002
02/03/03	02/04/03	2 days	0003
03/18/03	03/19/03	2 days	0004
05/08/03	05/09/03	2 days	0005
06/30/03	07/01/03	2 days	0006
08/12/03	08/13/03	2 days	0007
09/16/03	09/17/03	2 days	0008

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

COMPREHENSIVE MS EXCEL 2000

Course Code PS372

This comprehensive five-day course is designed for participants interested in getting the most of Excel 2000, as well as those wanting to obtain the Microsoft Office User Specialist (MOUS) certification. Participants will learn all the core features of this application. Major topics include: working with cells, working with files, formatting worksheets, page set up and printing, working with worksheets and workbooks, working with formulas and functions, and using charts and objects. Upon completion of this course, the student should have developed the skill sets necessary to successfully pass the core Excel 2000 MOUS exam. The Microsoft Excel 2000 MOUS exam is an industry standard benchmark to measure an individual's skills

and abilities related to the application. To successfully complete and receive credit for this course the student must pass the Microsoft Excel 2000 MOUS core certification exam.

Audience:

All government employees requiring an in-depth knowledge of Excel 2000 and/or government employees pursuing the Microsoft Excel 2000 MOUS certification.

Prerequisite:

None.

Recommended Preparation:

Introduction and Intermediate Excel 2000 (PS270 and PS370) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/28/02	11/01/02	5 days	0001
12/02/02	12/06/02	5 days	0002
02/03/03	02/07/03	5 days	0003
03/17/03	03/21/03	5 days	0004
05/12/03	05/16/03	5 days	0005
06/16/03	06/20/03	5 days	0006
07/28/03	08/01/03	5 days	0007
09/15/03	09/19/03	5 days	0008

FY 04

To be determined.

Minimum/Maximum: 4/12

Tuition: \$1,380

OPENNET PLUS & THE INTERNET

Course Code PS218

This course is a focused one-day introduction to OpenNet Plus and the Internet. A history of the Internet and the World Wide Web is explained. A review and explanation of the Department of State's OpenNet Plus and Intranet is presented along with retrieving information through search engines and other Intra/Internet resources. Throughout the class emphasis is placed on the Department's standard browser and Internet Explorer 5.x. The Department of State's security policy will be covered. Hands-on lab time will be provided to reinforce concepts.

Participants learn to:

- Distinguish between the various Internet resources.
- Become familiar with the State Department's OpenNet Plus and Intranet and its usage.
- Understand the Microsoft Internet Explorer 5.x browser interface.
- Complete searches on the OpenNet Plus and Internet.
- Understand the State Department's policy on security.

Audience:

This course is designed for those who want to become familiar with the Department of State's OpenNet Plus on Intra/Internet and to understand related security issues.

Prerequisite:

Introduction to PC/Windows (PS201).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/01/02	10/01/02	1 day	0001
10/25/02	10/25/02	1 day	0002
11/12/02	11/12/02	1 day	0003
12/19/02	12/19/02	1 day	0004
01/06/03	01/06/03	1 day	0005
01/21/03	01/21/03	1 day	0006
02/18/03	02/18/03	1 day	0007
03/14/03	03/14/03	1 day	0008
03/31/03	03/31/03	1 day	0009
04/25/03	04/25/03	1 day	0010
05/12/03	05/12/03	1 day	0011
06/11/03	06/11/03	1 day	0012
07/08/03	07/08/03	1 day	0013
07/22/03	07/22/03	1 day	0014
08/15/03	08/15/03	1 day	0015
09/11/03	09/11/03	1 day	0016
09/29/03	09/29/03	1 day	0017

FY 04

To be determined.

Minimum/Maximum: 5/8

Tuition: \$280

INTERNET FOR POWER USERS

Course Code PS318

This one-day course is dedicated to taking full advantage of the Internet Explorer Browser resources and strengthening search skills on the Internet. Students will learn how to interact with the IE browser, subscribe to web sites, learn advanced printing techniques, subscribe to Active Channels, and build upon their existing search skills. An explanation of the Department of State's Intranet is reviewed along with retrieving information through search engines and other Internet resources. Hands-on lab time will be provided to reinforce concepts.

Participants learn to:

- Send a web page by e-mail.
- Learn advanced printing techniques.
- Subscribe to a web site.
- Use Shortcuts to manage subscriptions and Channels.
- Find and subscribe to an Active Channel.
- Search by specific language.
- Search reference materials.

Audience:

This course is tailored for the end-user who will have access to the Internet or the Intranet. Participants who desire to become familiar with the Internet and understand the related security issues should enroll in this class.

Prerequisite:

Introduction to the Internet (PS218) and Introduction to MS Windows NT, 4.0 (PS201).

Recommended Preparation:

Four or more weeks of experience using the Internet.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/11/02	10/11/02	1 day	0001
11/13/02	11/13/02	1 day	0002
12/20/02	12/20/02	1 day	0003
01/22/03	01/22/03	1 day	0004
02/19/03	02/19/03	1 day	0005
04/01/03	04/01/03	1 day	0006
04/28/03	04/28/03	1 day	0007
05/28/03	05/28/03	1 day	0008
07/09/03	07/09/03	1 day	0009
07/21/03	07/21/03	1 day	0010
08/14/03	08/14/03	1 day	0011
09/12/03	09/12/03	1 day	0012

FY 04

To be determined.

Minimum/Maximum: 5/8

Tuition: \$280

WEB DEVELOPMENT FUNDAMENTALS

Course Code PS418

This four-day class will cover the fundamental skills needed to create and modify a web site. Students will gain an understanding of using HTML to create web pages, learn how to view and analyze sites on the Internet, create web sites with FrontPage or Dreamweaver including linking pages, inserting graphics, multimedia, and formatting text. Basic web design guidelines will also be addressed.

Participants learn to:

- Understand the Internet's HTTP protocol.
- Use and recognize basic HTML tags.
- Use Microsoft FrontPage to create a web site with multiple web pages.
- Understand basic web site design.
- Understand the Department's regulations for Internet and Open Net sites.

Audience:

Personnel assigned to creating or maintaining a web site for the Department's Intranet.

Prerequisite:

Introduction to the Internet (PS218) and Introduction to MS Word 97 (PS232) or Introduction to MS Word 2000 (PS332) and Introduction to MS Windows NT, 4.0 (PS201).

Recommended Preparation:

Four or more weeks of experience using the Internet and formatting documents.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/15/02	10/18/02	4 days	0001
11/12/02	11/15/02	4 days	0002
12/17/02	12/20/02	4 days	0003
01/21/03	01/24/03	4 days	0004
02/18/03	02/21/03	4 days	0005
03/18/03	03/21/03	4 days	0006
04/22/03	04/25/03	4 days	0007
05/27/03	05/30/03	4 days	0008
06/24/03	06/27/03	4 days	0009
08/12/03	08/15/03	4 days	0010
09/02/03	09/05/03	4 days	0011
09/23/03	09/26/03	4 days	0012

FY 04

To be determined.

Minimum/Maximum: 8/12**Tuition:** \$550**INTRODUCTION TO
MS OUTLOOK**

Course Code PS398

This course covers four of the major functions and operations of the Outlook personal information management package. The course explores other features of Outlook that help you manage your files, folders, and system resources.

Participants learn to:

- Send and forward e-mail.
- Plan meetings with Calendar.
- Manage Contacts.
- Organize schedules.
- Manage a task list.
- Manage files, folders, and system resources.

Audience:

Any employee who needs to use Outlook as an e-mail client.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/02/02	10/02/02	1 day	0001
11/14/02	11/14/02	1 day	0002
12/09/02	12/09/02	1 day	0003
01/03/03	01/03/03	1 day	0004
02/19/03	02/19/03	1 day	0005
03/14/03	03/14/03	1 day	0006
04/11/03	04/11/03	1 day	0007
05/28/03	05/28/03	1 day	0008
06/20/03	06/20/03	1 day	0009
07/15/03	07/15/03	1 day	0010
08/29/03	08/29/03	1 day	0011
09/19/03	09/19/03	1 day	0012

FY 04

To be determined.

Minimum/Maximum: 1/12**Tuition:** \$550**WORKSHOP
MS OUTLOOK 2000**

Course Code PS391

This one-day workshop focuses on Department of State Bureau/Office projects/issues related to the Outlook 2000 application. Major emphasis is centered on creating practical solutions to real problems. Topics will be derived from questions from the IRM Customer Center and from questions/evaluations from members of the IMT staff. Upon completion of this workshop, the participant should be able to effectively use Outlook 2000 to accomplish project-specific tasks.

Audience:

Department of State employees seeking solutions to specific issues dealing with project- and office-related applications.

Prerequisite:

None.

Recommended Preparation:

Introduction to MS Outlook 2000 (PS398) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/03/02	10/03/02	1 day	0001
02/28/03	02/28/03	1 day	0002
04/10/03	04/10/03	1 day	0003
06/06/03	06/06/03	1 day	0004
09/18/03	09/18/03	1 day	0005

Minimum/Maximum: 4/12

Tuition: \$280

COMPREHENSIVE MS OUTLOOK 2000

Course Code PS390

This comprehensive five-day course is designed for participants interested in getting the most out of Outlook 2000, as well as those wanting to obtain the Microsoft Office User Specialist (MOUS) certification. Participants will learn all the core features of this application. Major topics include: communicating, managing messages, using the calendar, navigating effectively, recording contacts, defining tasks and notes, and integrating Office Applications with Outlook 2000 components. Upon completion of this course, the student should

have developed the skill sets necessary to successfully pass the core Outlook 2000 MOUS exam. The Microsoft Outlook 2000 MOUS exam is an industry standard benchmark to measure an individual's skills and abilities related to the application. To successfully complete and receive credit for this course the student must pass the Microsoft Outlook 2000 MOUS core certification exam.

Audience:

All government employees requiring an in-depth knowledge of Outlook 2000 and/or government employees pursuing the Microsoft Outlook 2000 MOUS certification.

Prerequisite:

None.

Recommended Preparation:

Introduction and Intermediate Outlook 2000 (PS398) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/18/02	11/22/02	5 days	0001
03/03/03	03/07/03	5 days	0002
06/09/03	06/13/03	5 days	0003
08/18/03	08/22/03	5 days	0004

FY 04

To be determined.

Minimum/Maximum: 4/12

Tuition: \$1,380

INTRODUCTION TO MS PROJECT 2000

Course Code PS280

This is a three-day introductory course in the Microsoft version of Windows-based project management software. This is intended for those with little or no experience in MS Project, but with experience in managing projects.

Participants learn to:

- Work with task, task duration and GANTT charts.
- Assign resources and costs to your project.
- Create and modify project calendars.
- Control and update project progress.
- Create and customize reports.

Audience:

Those employees engaged in managing projects.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201).

Recommended Preparation:

Familiarity with MS Excel.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/16/02	10/18/02	3 days	0001
11/25/02	11/27/02	3 days	0002
01/22/03	01/24/03	3 days	0003
02/24/03	02/26/03	3 days	0004
03/26/03	03/28/03	3 days	0005
06/02/03	06/04/03	3 days	0006
07/16/03	07/18/03	3 days	0007
08/25/03	08/27/03	3 days	0008

FY 04

To be determined.

Minimum/Maximum: 8/12

Tuition: \$830

INTRODUCTION TO MS POWERPOINT 2000

Course Code PS340

In this course, participants learn to create professional quality electronic presentations. Students will learn to create slides in different views, select and modify design styles, add and delete slides, employ clip art, drawing shapes, and animation techniques. Use of organizational charts will be explored.

Participants learn to:

- Create slides in different views.
- Select and modify design styles.
- Create charts and organizational charts.
- Add clip art and animation techniques.
- Run a slide show with transitions and builds.

Audience:

Any employee who needs to create and produce electronic slide presentations.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201). Introduction to Word 97 (PS232) or Introduction to Word 2000 (PS233) is strongly recommended.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/03/02	10/04/02	2 days	0001
10/17/02	10/18/02	2 days	0002
10/28/02	10/29/02	2 days	0003
11/14/02	11/15/02	2 days	0004
01/06/03	01/07/03	2 days	0005

Begin FY 03	End	Length	Section
01/21/03	01/22/03	2 days	0006
01/30/03	01/31/03	2 days	0007
02/06/03	02/07/03	2 days	0008
02/20/03	02/21/03	2 days	0009
03/11/03	03/12/03	2 days	0010
04/02/03	04/03/03	2 days	0011
04/17/03	04/18/03	2 days	0012
04/30/03	05/01/03	2 days	0013
05/14/03	05/15/03	2 days	0014
06/12/03	06/13/03	2 days	0015
06/18/03	06/19/03	2 days	0016
07/17/03	07/18/03	2 days	0017
07/31/03	08/01/03	2 days	0018
08/14/03	08/15/03	2 days	0019
09/11/03	09/12/03	2 days	0020

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

WORKSHOP**MS POWERPOINT 2000**

Course Code PS343

This one-day workshop focuses on Department of State Bureau/Office projects/issues related to the PowerPoint 2000 application. Major emphasis is centered on creating practical solutions to real problems. Topics will be drawn from questions from the IRM Customer Center and from members of the IMT staff. Upon completion of this workshop, the participant should be able to effectively use PowerPoint 2000 to accomplish project-specific tasks.

Audience:

Department of State employees seeking solutions to specific issues dealing with project- and office-related applications.

Prerequisite:

None.

Recommended Preparation:

Introduction to MS Outlook 2000 (PS398) and/or Microsoft Office Week 2000 (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/21/02	10/21/02	1 day	0001
01/24/03	01/24/03	1 day	0002
04/14/03	04/14/03	1 day	0003
08/04/03	08/04/03	1 day	0004
09/04/03	09/04/03	1 day	0005

Minimum/Maximum: 4/12

Tuition: \$280

INTERMEDIATE**MS POWERPOINT 2000**

Course Code PS341

This is an intermediate level course designed to enhance the fundamental skill level of those preparing MS PowerPoint 97 or MS PowerPoint 2000 presentations. This two-day course focuses on creating presentations using advanced clip art editing, chart editing techniques, creating speaker's notes and handouts, importing Excel charts, and using advanced animation techniques. Participants will practice advanced slide timings and prepare their own unique presentations.

Participants learn to

- Use advanced clip art editing features.
- Import/export slides to/from Excel.
- Use advanced timings for presentations.
- Edit chart functions.
- Create hyperlinks and action buttons.

Audience:

Employees who actively prepare PowerPoint presentations.

Prerequisite:

Introduction to PowerPoint 97 (PS240) or Introduction to PowerPoint 2000 (PS340) and Introduction to MS Windows NT, 4.0 (PS201).

Recommended Preparation:

Four or more weeks of actual use of MS PowerPoint 2000.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/30/02	10/31/02	2 days	0001
12/05/02	12/06/02	2 days	0002
01/21/03	01/22/03	2 days	0003
02/20/03	02/21/03	2 days	0004
04/15/03	04/16/03	2 days	0005
06/09/03	06/10/03	2 days	0006
07/15/03	07/16/03	2 days	0007
09/09/03	09/09/03	2 days	0008

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

COMPREHENSIVE MS POWERPOINT 2000

Course Code PS342

This comprehensive five-day course is designed for participants interested in getting the most out of PowerPoint 2000, as well as those wanting to obtain the Microsoft Office User Specialist (MOUS) certification. Participants will learn all the core features of this application. Major topics include: creating a presentation, modifying a presentation, working with text, working with visual elements, customizing a presentation,

creating output, delivering a presentation, and managing files. Upon completion of this course, the student should have developed the skill sets necessary to successfully pass the core PowerPoint 2000 MOUS exam. The Microsoft PowerPoint 2000 MOUS exam is an industry standard benchmark to measure an individual's skills and abilities related to the application. To successfully complete and receive credit for this course the student must pass Microsoft PowerPoint 2000 MOUS core certification exam.

Audience:

All government employees requiring an in-depth knowledge of PowerPoint 2000 and/or pursuing the Microsoft PowerPoint 2000 MOUS certification.

Prerequisite:

None.

Recommended Preparation:

Introduction and Intermediate PowerPoint 2000 (PS340 and PS341) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/21/02	10/25/02	5 days	0001
11/18/02	11/22/02	5 days	0002
01/27/03	01/31/03	5 days	0003
03/03/03	03/07/03	5 days	0004
04/23/03	05/02/03	5 days	0005
06/02/03	06/06/03	5 days	0006
07/21/03	07/25/03	5 days	0007
08/25/03	08/29/03	5 days	0008

FY 04

To be determined.

Minimum/Maximum: 4/12

Tuition: \$1,380

INTRODUCTION TO MS WORD 2000

Course Code PS332

This is an introductory course in this popular Windows-based word processing package. The students will produce typical office documents as well as manage their files. Intended for those with little or no experience in the MS Word environment.

Participants learn to:

- Identify the basic elements of the Word screen.
- Create and save documents.
- Edit, format and print documents.
- Use of spell check, headers & footers, tabs, find and replace, and autocorrect.
- Manage document files.

Audience:

Employees whose office is working in MS Word 97 or MS Word 2000.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/01/02	10/02/02	2 days	0001
10/24/02	10/25/02	2 days	0002
11/12/02	11/13/02	2 days	0003
01/16/03	01/17/03	2 days	0004
02/18/03	02/19/03	2 days	0005
03/10/03	03/11/03	2 days	0006
04/15/03	04/16/03	2 days	0007
05/12/03	05/13/03	2 days	0008
06/30/03	07/01/03	2 days	0009
08/13/03	08/14/03	2 days	0010

FY 04

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

WORKSHOP MS WORD 2000

Course Code PS331

This one-day workshop focuses on Department of State Bureau/Office projects issues related to the Word 2000 application. Major emphasis is centered on creating practical solutions to real problems. Topics will be drawn from questions from the IRM Customer Care and from questions and/or evaluations recruited by members of the IMT staff. Upon completion of this workshop, the participant should be able to effectively use Word 2000 to accomplish project-specific tasks.

Audience:

Department of State employees seeking solutions to specific issues dealing with project- and office-related applications.

Prerequisite:

None.

Recommended Preparation:

Introduction to MS Word 2000 (PS332) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/01/02	10/01/02	1 day	0001
01/13/03	01/13/03	1 day	0002
04/07/03	04/07/03	1 day	0003
07/28/03	07/28/03	1 day	0004
09/11/03	09/11/03	1 day	0005

FY 04
To be determined.

Minimum/Maximum: 4/12

Tuition: \$280

INTERMEDIATE MS WORD 2000

Course Code PS333

This course is for experienced MS Word 97 or MS Word 2000 users who wish to enhance their skills and knowledge level. Students will learn powerful formatting and editing techniques. Intended for those with basic experience using MS Word 97 or MS Word 2000.

Participants learn to:

- Create Auto Text entries.
- Create and format Tables.
- Use mail merge.
- Create, use and modify styles.
- Create, use and modify templates.

Audience:

An employee whose office is working in MS Word 97 or MS Word 2000.

Prerequisite:

Introduction to MS Windows NT, 4.0 (PS201) and Introduction to MS Word 97 (PS232) or Introduction to MS Word 2000 (PS233).

Recommended Preparation:

Four or more weeks of actual use of MS Word 2000.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/28/02	10/29/02	2 days	0001
11/25/02	11/26/02	2 days	0002
01/07/03	01/08/03	2 days	0003
02/18/03	02/19/03	2 days	0004
04/10/03	04/11/03	2 days	0005
06/05/03	06/06/03	2 days	0006
07/02/03	07/03/03	2 days	0007
09/04/03	09/05/03	2 days	0008
FY 04			

To be determined.

Minimum/Maximum: 1/12

Tuition: \$550

**COMPREHENSIVE
MS WORD 2000**

Course Code PS330

This comprehensive five-day course is designed for participants interested in getting the most out of Word 2000, as well as those wanting to obtain the Microsoft Office User Specialist (MOUS) certification. Participants will learn powerful formatting and editing techniques. Major topics include: working with text, working with paragraphs, working with documents, aligning text vertically, managing files, using tables, and working with pictures and charts. Upon completion of this course, the student should have developed the skill sets necessary to successfully pass the core Word 2000 MOUS exam. The Microsoft Word 2000 MOUS exam is an industry standard benchmark to measure an individual's skills and abilities related to the application. To successfully complete and receive credit for this course the student must pass the Microsoft Word 2000 MOUS core certification exam.

Audience:

All government employees requiring an in-depth knowledge of Word 2000 and/or government employees pursuing the Microsoft Word 2000 MOUS certification.

Prerequisite:

None.

Recommended Preparation:

Introduction and Intermediate Word 2000 (PS 398) and/or Microsoft Office 2000 Week (PS320).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/11/02	5 days	0001
11/04/02	11/08/02	5 days	0002
01/13/03	01/17/03	5 days	0003
02/24/03	02/28/03	5 days	0004
04/14/03	04/18/03	5 days	0005
05/19/03	05/23/03	5 days	0006
07/14/03	07/18/03	5 days	0007
08/18/03	08/22/03	5 days	0008
FY 04			

To be determined.

Minimums/Maximum: 4/12

Tuition: \$1,380

PC/WINDOWS INTRODUCTION

Course Code PS201

The main focus of this course is on learning about the Windows multi-tasking operating system. Students will learn how to customize the Windows work environment. Other topics covered include how to secure your workstation, how to use the Windows Explorer to manage your files and how to maneuver through the Accessories features. Students will work with file folders and share information among applications. Tips on creating shortcuts on the desktop and performing disk maintenance will be discussed.

Participants learn to:

- Manage the windows on the desktop.
- Customize the desktop.
- Manage their files and folders.
- Utilize the office short cut bar.
- Use the find utility.
- Create shortcuts.
- Perform disk maintenance.

Audience:

Any employee whose office is using Windows NT.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/15/02	10/16/02	2 days	0001
12/12/02	12/13/02	2 days	0002
01/02/03	01/03/03	2 days	0003
02/04/03	02/05/03	2 days	0004
03/31/03	04/01/03	2 days	0005
04/07/03	04/08/03	2 days	0006
04/28/03	04/29/03	2 days	0007
06/09/03	06/10/03	2 days	0008
07/29/03	07/30/03	2 days	0009
09/09/03	09/10/03	2 days	0010
FY 04			

To be determined.

Minimums/Maximum: 4/12

Tuition: \$550

HTML PROFICIENCY

Course Code PS422

This two-day, intermediate-level course builds upon the HTML knowledge and skills learned in Web Development Fundamentals (PS418). The course covers a variety of techniques that can be used to create robust, highly functional Web pages.

Graphic images often contain clickable areas that are used for navigation. Imagemaps provide a visually appealing alternative to textual hyperlinks. These imagemaps, indeed all images, should be controlled through the IMG tag. Properly used, the IMG tag will

improve the speed at which pages become visible. Frames are another technique for controlling the appearance of the Web page.

To bring a Web site to the next level of interactivity, a means of two-way communications is needed. Web forms permit the user to respond to the site. A variety of elements are available to construct a form and a variety of them are explored.

Style sheets control the appearance of the Web page and bring HTML back to its original purpose as a mark-up language indicating structure. When rigorously used, style sheets can vastly simplify visual changes to a Web site.

Participants learn:

- Advanced tables, including nested tables, and where they should be used.
- Sizing and placing graphics and images.
- Creating Web forms, including input types.
- Working with framed Web pages.
- Working with JavaScript and applets.
- Designing Web pages using Cascading Style Sheets.

Audience:

This course is intended for employees responsible for the development or maintenance of a Web site.

Prerequisite:

Participants must have successfully completed Web Development Fundamentals (PS418) or provide a copy of a Web site that they created which demonstrates equivalent expertise. That expertise includes formatting text, using hyperlinks, understanding page elements, and using tables.

Recommended Preparation:

Participants should also have been actively working on Web pages for at least four weeks after completing Web Development Fundamentals (PS418).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
10/31/02	11/01/02	2 days	0001
01/27/03	01/28/03	2 days	0002
03/24/03	03/25/03	2 days	0003
06/16/03	06/17/03	2 days	0004

Minimum/Maximum: 5/12

Tuition: \$550

WEB SITE MANAGEMENT USING FRONTPAGE

Course Code PS420

This two-day course imparts a thorough understanding of FrontPage as a tool for managing Web sites. The course covers a variety of skills that will help create a Web site. These skills include creating forms, designing frames, and making forms. The ultimate goal is to publish an effective Web site. While the course presents the skills needed to develop, test, and maintain a multi-level Web site, it also considers content and design.

Participants learn to:

- Use an existing Web site.
- Create a structure for navigation.
- Work with borders and navigation bars.
- Understand what frames can do.
- Make a form and adding control.
- Position text and graphics.
- Use external style sheets.
- Use a database in a Web.
- Publish a Web.
- Develop a Web.
- Administer a Web.

Audience:

This course is intended for employees responsible for a Web site.

Prerequisite:

Participants must have successfully completed Web Development Fundamentals (PS418) or provide a copy of a Web site that demonstrates equivalent expertise. That expertise includes formatting text, using hyperlinks, understanding page elements, and using tables.

Recommended Preparation:

Participants should also have been actively working on Web sites for at least four weeks.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

FY 03

Begin	End	Length	Section
12/10/02	12/11/02	2 days	0001
03/06/03	03/07/03	2 days	0002
06/09/03	06/10/03	2 days	0003
09/11/03	09/12/03	2 days	0004

Minimum/Maximum: 5/12

Tuition: \$550

WEB SITE MANAGEMENT USING DREAMWEAVER

Course Code PS421

This two-day, intermediate-level course introduces the advanced concepts of Dreamweaver and its tools for managing Web sites. The course builds upon the knowledge gained in Web Development Fundamentals (PS418) and covers a variety of skills that will help create a Web site. These skills include the advanced Web-site creation features that are available in Dreamweaver, including libraries and

behaviors. The course also touches upon the newer features available within HTML 4 standard, such as style sheets and layers.

Participants Learn to:

- Build a navigation bar.
- Create a library and modify its elements.
- Define head elements and meta tags.
- Define and apply style sheets.
- Create layers and control their visibility using behaviors.
- Use Dreamweaver's layers and history palettes and its coding tools.
- Create dynamic user interfaces.
- Use libraries to manage repetitive elements.
- Make sites visible to automatic search engines.
- Use style sheets and layers to control the appearance of your pages.

Audience:

This course is intended for employees responsible for the development or maintenance of a Web site.

Prerequisite:

Participants must have successfully completed Web Development Fundamentals (PS418) or provide a copy of a Web site that they created which demonstrates equivalent expertise. That expertise includes formatting text, using hyperlinks, understanding page elements, and using tables.

Recommended Preparation:

Participants should also have been actively working on Web sites for at least four weeks.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/26/02	11/27/02	2 days	0001
02/05/03	02/06/03	2 days	0002
05/07/03	05/08/03	2 days	0003

Begin	End	Length	Section
FY03			
07/24/03	07/25/03	2 days	0004
FY04			

To be determined.

Minimum/Maximum: 5/12

Tuition: \$550

WEB SITE ACCESSIBILITY & USABILITY

Course Code PS427

This two-day, intermediate-level course is designed for Web authors and Web developers interested in learning or reviewing some important principles of design. This course also imparts understanding of the Web accessibility requirements of Section 508 within the context of good design technique.

The focus of the course is on important principles of design. These principles enhance the usability and accessibility of Web sites. The course explores several pitfalls of Web design and shows how to avoid them. The course presents a variety of design tips and guidelines that can and should be used. These guidelines include the effective use of images, formatting, and color.

Emphasis is placed on writing "good" HTML code. Rigorous adherence to published HTML standards enhances both usability and accessibility. A well-designed page is a user-friendly page.

This course focuses on what the viewer sees, rather than how the content is generated. Examples and exercises use static Web pages. Database-driven sites involve additional design approaches that are beyond the scope of this course; however, the concepts in this course still apply to dynamic content.

Participants learn:

- The need to create accessible Web sites.
- The value of organization and discipline in developing Web sites.
- Techniques that enhance usability and many common problems in Web design.
- Designs that put focus on content and utilize effective navigation techniques.
- The appropriate use of formatting, color, images, and effects.
- The benefits of valid HTML 4.0 code and the usefulness of Cascading Style Sheets.

Audience:

This course is intended for people responsible for the development or maintenance of Web sites.

Prerequisite:

Participants must have successfully completed Web Development Fundamentals (PS418) or provide a copy of a Web site that they created which demonstrates equivalent expertise. That expertise includes formatting text, using hyperlinks, understanding page elements, and using tables.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
10/22/02	10/23/02	2 days	0001
01/16/03	01/17/03	2 days	0002
03/12/03	03/13/03	2 days	0003
07/02/03	07/03/03	2 days	0004
FY04			

To be determined.

Minimum/Maximum: 5/12

Tuition: \$550

SIPRNET & INTELINK-S

Course Code PS216

This half-day second level course is designed for all Department of State personnel. Participants will learn to access and navigate the SIPRNet program in order to communicate with foreign affairs and national security partners throughout the United States Government. The Intelink portal provides government-wide access to information and data and supports a full range of information dissemination and related services.

The instruction will focus on the variety of methods that can be used to find up to date information classified up the SECRET level.

Participants learn:

- The benefits of being able to access SIPRNet.
- The techniques for quickly accessing the information available.
- The use of browser icons to facilitate Intelink-S searches.
- How to search Intelink information space for specific documents and produce the optimum list of results.
- How to download, save, and print Intelink files.

Audience:

This course is intended for employees responsible for keeping up with secret-level world events and who would benefit from sharing information, related to foreign affairs, with national security partners.

Clearance:

SECRET.

Recommended Preparation:

Completion of a PC/Windows Introduction (PS201, PS501, or PS601) course is recommended.

Schedule:

Half day: 9:00 a.m. to 12:00 noon or 1:00 p.m. to 4:00 p.m.

Dates:

Time	Begin	End	Length	Section
FY 03				
9:00 am	10/03/02	10/03/02	½ day	0001
1:00 pm	10/03/02	10/03/02	½ day	0002
9:00 am	10/04/02	10/04/02	½ day	0003
1:00 pm	10/04/02	10/04/02	½ day	0004
9:00 am	10/07/02	10/07/02	½ day	0005
1:00 pm	10/07/02	10/07/02	½ day	0006
9:00 am	10/08/02	10/08/02	½ day	0007
1:00 pm	10/08/02	10/08/02	½ day	0008
9:00 am	10/09/02	10/09/02	½ day	0009
1:00 pm	10/09/02	10/09/02	½ day	0010
9:00 am	10/15/02	10/15/02	½ day	0011
1:00 pm	10/15/02	10/15/02	½ day	0012
9:00 am	10/16/02	10/16/02	½ day	0013
1:00 pm	10/16/02	10/16/02	½ day	0014
9:00 am	10/17/02	10/17/02	½ day	0015
1:00 pm	10/17/02	10/17/02	½ day	0016
9:00 am	10/18/02	10/18/02	½ day	0017
1:00 pm	10/18/02	10/18/02	½ day	0018
9:00 am	10/21/02	10/21/02	½ day	0019
1:00 pm	10/21/02	10/21/02	½ day	0020
9:00 am	10/22/02	10/22/02	½ day	0021
1:00 pm	10/22/02	10/22/02	½ day	0022
9:00 am	10/23/02	10/23/02	½ day	0023
1:00 pm	10/23/02	10/23/02	½ day	0024
9:00 am	10/29/02	10/29/02	½ day	0025
1:00 pm	10/29/02	10/29/02	½ day	0026
9:00 am	10/30/02	10/30/02	½ day	0027
1:00 pm	10/30/02	10/30/02	½ day	0028
9:00 am	10/31/02	10/31/02	½ day	0029
1:00 pm	10/31/02	10/31/02	½ day	0030
9:00 am	11/01/03	11/01/02	½ day	0031
1:00 pm	11/01/03	11/01/02	½ day	0032
9:00 am	11/04/03	11/04/02	½ day	0033
1:00 pm	11/04/03	11/04/02	½ day	0034
9:00 am	11/05/03	11/05/02	½ day	0035
1:00 pm	11/05/03	11/05/02	½ day	0036
9:00 am	11/06/03	11/06/02	½ day	0037
1:00 pm	11/06/03	11/06/02	½ day	0038
9:00 am	11/07/03	11/07/02	½ day	0039
1:00 pm	11/07/03	11/07/02	½ day	0040
9:00 am	11/14/02	11/14/02	½ day	0041
1:00 pm	11/14/02	11/14/02	½ day	0042
9:00 am	11/15/02	11/15/02	½ day	0043
1:00 pm	11/15/02	11/15/02	½ day	0044
9:00 am	11/18/02	11/18/02	½ day	0045
1:00 pm	11/18/02	11/18/02	½ day	0046

Time FY03	Begin	End	Length	Section
9:00 am	11/19/02	11/19/02	½ day	0047
1:00 pm	11/19/02	11/19/02	½ day	0048
9:00 am	11/20/02	11/20/02	½ day	0049
1:00 pm	11/20/02	11/20/02	½ day	0050
9:00 am	11/25/02	11/25/02	½ day	0051
1:00 pm	11/25/02	11/25/02	½ day	0052
9:00 am	11/26/02	11/26/02	½ day	0053
1:00 pm	11/26/02	11/26/02	½ day	0054
9:00 am	12/02/02	12/02/02	½ day	0055
1:00 pm	12/02/02	12/02/02	½ day	0056
9:00 am	12/03/02	12/03/02	½ day	0057
1:00 pm	12/03/02	12/03/02	½ day	0058
9:00 am	12/04/02	12/04/02	½ day	0059
1:00 pm	12/04/02	12/04/02	½ day	0060
9:00 am	12/09/02	12/09/02	½ day	0061
1:00 pm	12/09/02	12/09/02	½ day	0062
9:00 am	12/10/02	12/10/02	½ day	0063
1:00 pm	12/10/02	12/10/02	½ day	0064
9:00 am	12/11/02	12/11/02	½ day	0065
1:00 pm	12/11/02	12/11/02	½ day	0066
9:00 am	12/12/02	12/12/02	½ day	0067
1:00 pm	12/12/02	12/12/02	½ day	0068
9:00 am	12/13/02	12/13/02	½ day	0069
1:00 pm	12/13/02	12/13/02	½ day	0070
9:00 am	12/16/02	12/16/02	½ day	0071
1:00 pm	12/16/02	12/16/02	½ day	0072
9:00 am	12/17/02	12/17/02	½ day	0073
1:00 pm	12/17/02	12/17/02	½ day	0074
9:00 am	12/18/02	12/18/02	½ day	0075
1:00 pm	12/18/02	12/18/02	½ day	0076
9:00 am	01/03/03	01/03/03	½ day	0077
1:00 pm	01/03/03	01/03/03	½ day	0078
9:00 am	01/09/03	01/09/03	½ day	0079
1:00 pm	01/09/03	01/09/03	½ day	0080
9:00 am	01/10/03	01/10/03	½ day	0081
1:00 pm	01/10/03	01/10/03	½ day	0082
9:00 am	01/13/03	01/13/03	½ day	0083
1:00 pm	01/13/03	01/13/03	½ day	0084
9:00 am	01/14/03	01/14/03	½ day	0085
1:00 pm	01/14/03	01/14/03	½ day	0086
9:00 am	01/15/03	01/15/03	½ day	0087
1:00 pm	01/15/03	01/15/03	½ day	0088
9:00 am	01/16/03	01/16/03	½ day	0089
1:00 pm	01/16/03	01/16/03	½ day	0090
9:00 am	01/17/03	01/17/03	½ day	0091
1:00 pm	01/17/03	01/17/03	½ day	0092
9:00 am	01/23/03	01/23/03	½ day	0093

Time FY03	Begin	End	Length	Section
1:00 pm	01/23/03	01/23/03	½ day	0094
9:00 am	01/24/03	01/24/03	½ day	0095
1:00 pm	01/24/03	01/24/03	½ day	0096
9:00 am	01/27/03	01/27/03	½ day	0097
1:00 pm	01/27/03	01/27/03	½ day	0098
9:00 am	01/28/03	01/28/03	½ day	0099
1:00 pm	01/28/03	01/28/03	½ day	0100
9:00 am	01/29/03	01/29/03	½ day	0101
1:00 pm	01/29/03	01/29/03	½ day	0102
9:00 am	02/03/03	02/03/03	½ day	0103
1:00 pm	02/03/03	02/03/03	½ day	0104
9:00 am	02/04/03	02/04/03	½ day	0105
1:00 pm	02/04/03	02/04/03	½ day	0106
9:00 am	02/05/03	02/05/03	½ day	0107
1:00 pm	02/05/03	02/05/03	½ day	0108
9:00 am	02/06/03	02/06/03	½ day	0109
1:00 pm	02/06/03	02/06/03	½ day	0110
9:00 am	02/07/03	02/07/03	½ day	0111
1:00 pm	02/07/03	02/07/03	½ day	0112
9:00 am	02/10/03	02/10/03	½ day	0113
1:00 pm	02/10/03	02/10/03	½ day	0114
9:00 am	02/11/03	02/11/03	½ day	0115
1:00 pm	02/11/03	02/11/03	½ day	0116
9:00 am	02/12/03	02/12/03	½ day	0117
1:00 pm	02/12/03	02/12/03	½ day	0118
9:00 am	02/20/03	02/20/03	½ day	0119
1:00 pm	02/20/03	02/20/03	½ day	0120
9:00 am	02/21/03	02/21/03	½ day	0121
1:00 pm	02/21/03	02/21/03	½ day	0122
9:00 am	02/24/03	02/24/03	½ day	0123
1:00 pm	02/24/03	02/24/03	½ day	0124
9:00 am	02/25/03	02/25/03	½ day	0125
1:00 pm	02/25/03	02/25/03	½ day	0126
9:00 am	02/26/03	02/26/03	½ day	0127
1:00 pm	02/26/03	02/26/03	½ day	0128
9:00 am	02/27/03	02/27/03	½ day	0129
1:00 pm	02/27/03	02/27/03	½ day	0130
9:00 am	02/28/03	02/28/03	½ day	0131
1:00 pm	02/28/03	02/28/03	½ day	0132
9:00 am	03/05/03	03/05/03	½ day	0133
1:00 pm	03/05/03	03/05/03	½ day	0134
9:00 am	03/06/03	03/06/03	½ day	0135
1:00 pm	03/06/03	03/06/03	½ day	0136
9:00 am	03/07/03	03/07/03	½ day	0137
1:00 pm	03/07/03	03/07/03	½ day	0138
9:00 am	03/10/03	03/10/03	½ day	0139
1:00 pm	03/10/03	03/10/03	½ day	0140

Time	Begin	End	Length	Section
FY03				
9:00am	03/11/03	03/11/03	½ day	0141
1:00pm	03/11/03	03/11/03	½ day	0142
9:00am	03/12/03	03/12/03	½ day	0143
1:00pm	03/12/03	03/12/03	½ day	0144
9:00am	03/19/03	03/19/03	½ day	0145
1:00pm	03/19/03	03/19/03	½ day	0146
9:00am	03/20/03	03/20/03	½ day	0147
1:00pm	03/20/03	03/20/03	½ day	0148
9:00am	03/21/03	03/21/03	½ day	0149
1:00pm	03/21/03	03/21/03	½ day	0150
9:00am	03/24/03	03/24/03	½ day	0151
1:00pm	03/24/03	03/24/03	½ day	0152
9:00am	03/25/03	03/25/03	½ day	0153
1:00pm	03/25/03	03/25/03	½ day	0154
9:00am	03/26/03	03/26/03	½ day	0155
1:00pm	03/26/03	03/26/03	½ day	0156
9:00am	03/27/03	03/27/03	½ day	0157
1:00pm	03/27/03	03/27/03	½ day	0158
9:00am	03/28/03	03/28/03	½ day	0159
1:00pm	03/28/03	03/28/03	½ day	0160
9:00am	04/03/03	04/03/03	½ day	0161
1:00pm	04/03/03	04/03/03	½ day	0162
9:00am	04/04/03	04/04/03	½ day	0163
1:00pm	04/04/03	04/04/03	½ day	0164
9:00am	04/07/03	04/07/03	½ day	0165
1:00pm	04/07/03	04/07/03	½ day	0166
9:00am	04/08/03	04/08/03	½ day	0167
1:00pm	04/08/03	04/08/03	½ day	0168
9:00am	04/09/03	04/09/03	½ day	0169
1:00pm	04/09/03	04/09/03	½ day	0170
9:00am	04/10/03	04/10/03	½ day	0171
1:00pm	04/10/03	04/10/03	½ day	0172
9:00am	04/11/03	04/11/03	½ day	0173
1:00pm	04/11/03	04/11/03	½ day	0174
9:00am	04/16/03	04/16/03	½ day	0175
1:00pm	04/16/03	04/16/03	½ day	0176
9:00am	04/17/03	04/17/03	½ day	0177
1:00pm	04/17/03	04/17/03	½ day	0178
9:00am	04/18/03	04/18/03	½ day	0179
1:00pm	04/18/03	04/18/03	½ day	0180
9:00am	04/21/03	04/21/03	½ day	0181
1:00pm	04/21/03	04/21/03	½ day	0182
9:00am	04/22/03	04/22/03	½ day	0183
1:00pm	04/22/03	04/22/03	½ day	0184
9:00am	04/23/03	04/23/03	½ day	0185
1:00pm	04/23/03	04/23/03	½ day	0186

Time	Begin	End	Length	Section
FY03				
9:00am	05/01/03	05/01/03	½ day	0187
1:00pm	05/01/03	05/01/03	½ day	0188
9:00am	05/02/03	05/02/03	½ day	0189
1:00pm	05/02/03	05/02/03	½ day	0190
9:00am	05/05/03	05/05/03	½ day	0191
1:00pm	05/05/03	05/05/03	½ day	0192
9:00am	05/06/03	05/06/03	½ day	0193
1:00pm	05/06/03	05/06/03	½ day	0194
9:00am	05/07/03	05/07/03	½ day	0195
1:00pm	05/07/03	05/07/03	½ day	0196
9:00am	05/08/03	05/08/03	½ day	0197
1:00pm	05/08/03	05/08/03	½ day	0198
9:00am	05/09/03	05/09/03	½ day	0199
1:00pm	05/09/03	05/09/03	½ day	0200
9:00am	05/15/03	05/15/03	½ day	0201
1:00pm	05/15/03	05/15/03	½ day	0202
9:00am	05/16/03	05/16/03	½ day	0203
1:00pm	05/16/03	05/16/03	½ day	0204
9:00am	05/19/03	05/19/03	½ day	0205
1:00pm	05/19/03	05/19/03	½ day	0206
9:00am	05/20/03	05/20/03	½ day	0207
1:00pm	05/20/03	05/20/03	½ day	0208
9:00am	05/21/03	05/21/03	½ day	0209
1:00pm	05/21/03	05/21/03	½ day	0210
9:00am	05/29/03	05/29/03	½ day	0211
1:00pm	05/29/03	05/29/03	½ day	0212
9:00am	05/30/03	05/30/03	½ day	0213
1:00pm	05/30/03	05/30/03	½ day	0214
9:00am	06/02/03	06/02/03	½ day	0215
1:00pm	06/02/03	06/02/03	½ day	0216
9:00am	06/03/03	06/03/03	½ day	0217
1:00pm	06/03/03	06/03/03	½ day	0218
9:00am	06/04/03	06/04/03	½ day	0219
1:00pm	06/04/03	06/04/03	½ day	0220
9:00am	06/05/03	06/05/03	½ day	0221
1:00pm	06/05/03	06/05/03	½ day	0222
9:00am	06/06/03	06/06/03	½ day	0223
1:00pm	06/06/03	06/06/03	½ day	0224
9:00am	06/12/03	06/12/03	½ day	0225
1:00pm	06/12/03	06/12/03	½ day	0226
9:00am	06/13/03	06/13/03	½ day	0227
1:00pm	06/13/03	06/13/03	½ day	0228
9:00am	06/16/03	06/16/03	½ day	0229
1:00pm	06/16/03	06/16/03	½ day	0230
9:00am	06/17/03	06/17/03	½ day	0231
1:00pm	06/17/03	06/17/03	½ day	0232

COMPUTER END-USER SKILLS

Time Begin End Length Section
FY03

9:00 am	06/18/03	06/18/03	½ day	0233
1:00 pm	06/18/03	06/18/03	½ day	0234
9:00 am	06/23/03	06/23/03	½ day	0235
1:00 pm	06/23/03	06/23/03	½ day	0236
9:00 am	06/24/03	06/24/03	½ day	0237
1:00 pm	06/24/03	06/24/03	½ day	0238
9:00 am	06/25/03	06/25/03	½ day	0239
1:00 pm	06/25/03	06/25/03	½ day	0240
9:00 am	06/26/03	06/26/03	½ day	0241
1:00 pm	06/26/03	06/26/03	½ day	0242
9:00 am	06/27/03	06/27/03	½ day	0243
1:00 pm	06/27/03	06/27/03	½ day	0244
9:00 am	06/30/03	06/30/03	½ day	0245
1:00 pm	06/30/03	06/30/03	½ day	0246
9:00 am	07/01/03	07/01/03	½ day	0247
1:00 pm	07/01/03	07/01/03	½ day	0248
9:00 am	07/02/03	07/02/03	½ day	0249
1:00 pm	07/02/03	07/02/03	½ day	0250
9:00 am	07/10/03	07/10/03	½ day	0251
1:00 pm	07/10/03	07/10/03	½ day	0252
9:00 am	07/11/03	07/11/03	½ day	0253
1:00 pm	07/11/03	07/11/03	½ day	0254
9:00 am	07/14/03	07/14/03	½ day	0255
1:00 pm	07/14/03	07/14/03	½ day	0256
9:00 am	07/15/03	07/15/03	½ day	0257
1:00 pm	07/15/03	07/15/03	½ day	0258
9:00 am	07/16/03	07/16/03	½ day	0259
1:00 pm	07/16/03	07/16/03	½ day	0260
9:00 am	07/17/03	07/17/03	½ day	0261
1:00 pm	07/17/03	07/17/03	½ day	0262
9:00 am	07/18/03	07/18/03	½ day	0263
1:00 pm	07/18/03	07/18/03	½ day	0264
9:00 am	07/24/03	07/24/03	½ day	0165
1:00 pm	07/24/03	07/24/03	½ day	0166
9:00 am	07/25/03	07/25/03	½ day	0167
1:00 pm	07/25/03	07/25/03	½ day	0168
9:00 am	07/28/03	07/28/03	½ day	0169
1:00 pm	07/28/03	07/28/03	½ day	0170
9:00 am	07/29/03	07/29/03	½ day	0171
1:00 pm	07/29/03	07/29/03	½ day	0272
9:00 am	07/30/03	07/30/03	½ day	0273
1:00 pm	07/30/03	07/30/03	½ day	0274
9:00 am	08/04/03	08/04/03	½ day	0275
1:00 pm	08/04/03	08/04/03	½ day	0276
9:00 am	08/05/03	08/05/03	½ day	0277
1:00 pm	08/05/03	08/05/03	½ day	0278

Time Begin End Length Section
FY03

9:00 am	08/06/03	08/06/03	½ day	0279
1:00 pm	08/06/03	08/06/03	½ day	0280
9:00 am	08/07/03	08/07/03	½ day	0281
1:00 pm	08/07/03	08/07/03	½ day	0282
9:00 am	08/08/03	08/08/03	½ day	0283
1:00 pm	08/08/03	08/08/03	½ day	0284
9:00 am	08/11/03	08/11/03	½ day	0285
1:00 pm	08/11/03	08/11/03	½ day	0286
9:00 am	08/12/03	08/12/03	½ day	0287
1:00 pm	08/12/03	08/12/03	½ day	0288
9:00 am	08/13/03	08/13/03	½ day	0289
1:00 pm	08/13/03	08/13/03	½ day	0290
9:00 am	08/20/03	08/20/03	½ day	0291
1:00 pm	08/20/03	08/20/03	½ day	0292
9:00 am	08/21/03	08/21/03	½ day	0293
1:00 pm	08/21/03	08/21/03	½ day	0294
9:00 am	08/22/03	08/22/03	½ day	0295
1:00 pm	08/22/03	08/22/03	½ day	0296
9:00 am	08/25/03	08/25/03	½ day	0297
1:00 pm	08/25/03	08/25/03	½ day	0298
9:00 am	08/26/03	08/26/03	½ day	0299
1:00 pm	08/26/03	08/26/03	½ day	0300
9:00 am	08/27/03	08/27/03	½ day	0301
1:00 pm	08/27/03	08/27/03	½ day	0302
9:00 am	08/28/03	08/28/03	½ day	0303
1:00 pm	08/28/03	08/28/03	½ day	0304
9:00 am	08/29/03	08/29/03	½ day	0305
1:00 pm	08/29/03	08/29/03	½ day	0306
9:00 am	09/03/03	09/03/03	½ day	0307
1:00 pm	09/03/03	09/03/03	½ day	0308
9:00 am	09/04/03	09/04/03	½ day	0309
1:00 pm	09/04/03	09/04/03	½ day	0310
9:00 am	09/05/03	09/05/03	½ day	0311
1:00 pm	09/05/03	09/05/03	½ day	0312
9:00 am	09/08/03	09/08/03	½ day	0313
1:00 pm	09/08/03	09/08/03	½ day	0314
9:00 am	09/09/03	09/09/03	½ day	0315
1:00 pm	09/09/03	09/09/03	½ day	0316
9:00 am	09/10/03	09/10/03	½ day	0317
1:00 pm	09/10/03	09/10/03	½ day	0318
9:00 am	09/16/03	09/16/03	½ day	0319
1:00 pm	09/16/03	09/16/03	½ day	0320
9:00 am	09/17/03	09/17/03	½ day	0321
1:00 pm	09/17/03	09/17/03	½ day	0322
9:00 am	09/18/03	09/18/03	½ day	0323
1:00 pm	09/18/03	09/18/03	½ day	0324

Begin	End	Length	Section
FY 03			
9:00 am	09/19/03	09/19/03 ½ day	0325
1:00 pm	09/19/03	09/19/03 ½ day	0326
9:00 am	09/22/03	09/22/03 ½ day	0327
1:00 pm	09/22/03	09/22/03 ½ day	0328
9:00 am	09/23/03	09/23/03 ½ day	0329
1:00 pm	09/23/03	09/23/03 ½ day	0330
9:00 am	09/24/03	09/24/03 ½ day	0331
1:00 pm	09/24/03	09/24/03 ½ day	0332
9:00 am	09/25/03	09/25/03 ½ day	0333
1:00 pm	09/25/03	09/25/03 ½ day	0334
9:00 am	09/26/03	09/26/03 ½ day	0335
1:00 pm	09/26/03	09/26/03 ½ day	0336

FY 04

To be determined.

Tuition: \$140

ORIENTATION TO OVERSEAS CONSULAR AND DUTY OFFICER RESPONSIBILITIES

Course Code PC105

For information call (703) 302-7165.

Foreign and Civil Service employees of the Department of State and other agencies assigned abroad, who can anticipate serving as a post duty officer, should have sufficient familiarity with consular work to provide emergency services to American citizens and visa applicants. In addition, every officer should be familiar with basic consular responsibilities in order to answer public inquiries and to understand the integration of consular affairs into the post's mission. This three-day course provides this orientation through lectures, class discussion, videos, and role-playing exercises.

Participants learn:

- Basic American Citizen Services and general non-immigrant visa classifications and ineligibilities.
- How to respond to inquiries and requests for assistance from the public and the Department after hours.
- The importance of the public relations role of duty and consular officers.
- The role of consular services within the context of post's mission and U.S. foreign policy.

OPM Competencies Addressed:

✓ Technical Credibility

FS Precepts Addressed:

✓ Professional Expertise

Audience:

Foreign and Civil Service officers of the foreign affairs agencies assigned abroad with consular titles, officers and specialists who expect to perform duty-officer

responsibilities, and principal officers who need orientation to consular responsibilities. The course is not intended for officers assigned to positions with responsibilities for regularly performing consular duties (such as issuing visas, passports, or performing notarial services), since it does not lead to the consular commission required for such activities.

Schedule:

9:00 a.m. to 4:00 p.m., Room F3116.

Dates:

FY03

Begin	End	Length	Section
10/21/02	10/23/02	3 days	0001
11/06/02	11/08/02	3 days	0002
12/02/02	12/04/02	3 days	0003
01/13/03	01/15/03	3 days	0004
02/10/03	02/12/03	3 days	0005
03/10/03	03/12/03	3 days	0006
04/07/03	04/09/03	3 days	0007
05/05/03	05/07/03	3 days	0008
05/19/03	05/21/03	3 days	0009
06/02/03	06/04/03	3 days	0010
06/16/03	06/18/03	3 days	0011
07/07/03	07/09/03	3 days	0012
07/21/03	07/23/03	3 days	0013
08/04/03	08/06/03	3 days	0014
08/18/03	08/20/03	3 days	0015
09/08/03	09/10/03	3 days	0016
09/22/03	09/24/03	3 days	0017

Minimum/Maximum: 5/10

Tuition: \$270

CONSULAR LEADERSHIP DEVELOPMENT CONFERENCE

Course Code PC108

For information call (703) 302-7165

These five-day regional conferences, jointly sponsored by the FSI and the Bureau of Consular Affairs, provide continuing leadership training to prepare mid-level consular officers for the senior Foreign Service. In addition to professional development, the conferences are designed to promote discussion of new ideas, processes and technology, and the application of "best practices" in diverse locales.

Participants learn to:

- Understand how service standards relate to the delivery of high-quality service.
- Understand the role junior and mid-level officers play in fostering professionalism among American and FSN colleagues.
- Use the promotion precepts and the FSI's training continuum for career planning, counseling, and writing EERs.
- Work effectively within the country team.
- Effectively address personnel problems.
- Motivate a staff to generate their own suggestions of locally appropriate best practices.

OPM Competencies Addressed:

- ✓ Oral Communication
- ✓ Problem Solving
- ✓ Human Resource Management
- ✓ Influencing and Negotiating
- ✓ Team Building
- ✓ Creativity and Innovation
- ✓ Service Motivation
- ✓ Technology Management
- ✓ Vision

FS Precepts Addressed:

- ✓ Professional Responsiveness
- ✓ Teamwork
- ✓ Persuasion and Negotiation
- ✓ Operational Effectiveness
- ✓ Management of Resources
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Innovation
- ✓ Professional Expertise
- ✓ Institutional Knowledge
- ✓ Technical Skills

Audience:

Primarily mid-level Foreign Service and Civil Service consular officers, as well as some tenured junior officers and recently promoted senior officers.

Schedule:

Four regional conferences are held annually. FSI and CA will invite posts to nominate candidates approximately two months prior to each workshop. DASs in the Consular Affairs Bureau will select participants based on responses from posts.

Dates:

FY03

Begin	End	Length	Section
12/09/02	12/13/02	5 days	(EAP)
02/03/03	02/06/03	4 days	(WHA)
03/17/03	03/21/03	5 days	(NEA/SA/AF)
05/05/03	05/08/03	4 days	(EUR)

Minimum/Maximum: 20/25

Tuition: \$450

REGIONAL CONSULAR OFFICERS WORKSHOP

Course Code PC114

For information call (703) 302-7165.

This five-day workshop is offered every other year. Regional consular officers who are already at post and have not attended the previous workshop may be able to attend at the Foreign Service Institute's expense.

Participants learn to:

- Perform a quick but thorough assessment of a consular operation and prioritize needed changes or improvements.
- Provide useful guidance and long-distance oversight to relatively inexperienced officers who will be the only consular officer at a small or remote post.
- Work appropriately and productively with client posts' country teams.
- Manage RCO budgets.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Team Building
- ✓ Human Resource Management
- ✓ Accountability
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Professional Responsiveness
- ✓ Teamwork
- ✓ Operational Effectiveness
- ✓ Management of Resources
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise
- ✓ Knowledge of Foreign Cultures

Audience:

Officers preparing for assignment as, or near completion of first year as, regional consular officers.

Schedule:

Offered every other year at the Foreign Service Institute.

Will not be offered in FY03.

Minimum/Maximum: 6/20

Tuition: \$450

AUTOMATION FOR CONSULAR MANAGERS

Course Code PC116

For information call (703) 302-7165.

This five-day course is designed to provide consular officers with the background and skills needed to oversee the daily performance of the consular automated systems. The course format is hands-on simulation and practice using "real-life" scenarios with supportive lectures and demonstrations. Technical areas where consular systems management issues overlap with consular affairs policy will also be presented.

Participants learn to:

- Setup and maintain user accounts and software access in the CST application.
- Describe the hardware and software components of the modernized consular system and how they interact with CLASS and other namechecking tools.
- Use the ACS application to process passports, Reports of Birth Abroad, Warden registrants, and other ACS services.
- Produce visas from the Immigrant Visa application.
- Demonstrate the use of the RDS and NIV applications to produce Machine Readable Visas.
- Manage inventory control in the NIV, IV and ACS applications.
- Oversee and manage the Automated Cash Register System (ACRS) application.
- Interpret and analyze management and accountability reports produced by the modernized applications.
- Identify and describe resources and references available for consular staff and managers.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Management of Resources
- ✓ Technical Skills

Audience:

Consular officers at any level who will have responsibility for managing consular sections using automated systems.

Schedule:

9:00 a.m. to 5:00 p.m., Room F4307.

Dates:

FY03

Begin	End	Length	Section
11/18/02	11/22/02	5 days	0001
01/06/03	01/10/03	5 days	0002
02/03/03	02/07/03	5 days	0003
03/17/03	03/21/03	5 days	0004
04/14/03	04/18/03	5 days	0005
05/19/03	05/23/03	5 days	0006
06/23/03	06/27/03	5 days	0007
07/07/03	07/11/03	5 days	0008
07/28/03	08/01/03	5 days	0009
08/11/03	08/15/03	5 days	0010
09/15/03	09/19/03	5 days	0011

Minimum/Maximum: 6/10

Tuition: \$450

**TASK FORCES AND
CONSULAR POLICY**

Course Code PC119

For information call (202) 647-5226, ask for the Coordinator of Crisis Management Training

This course explains the organization and operations of a Department of State task force; provides detailed information on the procedures and automated systems used by task forces; introduces consular policy issues relevant to task force work; provides stress management tips; and provides a practice task force scenario.

Participants learn to:

- Identify the roles and functions of a task force.
- Work with the CA Task Force manual.
- Identify the automated equipment, software, and other resources in the State Department Operations Center.
- Implement USG laws and policies in task force work, including the Privacy Act and the No-Double-Standard Policy.
- Handle working under stress.

OPM Competencies Addressed:

- ✓ Interpersonal Skills
- ✓ Resilience

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Social Perceptiveness

Audience:

Foreign Service and Civil Service employees in the Bureau of Consular Affairs, and other employees with the appropriate security clearances who are interested in serving on task forces.

Schedule:

8:45 a.m. to 4:00 p.m., DoS Operations Center, Room 7516, Department of State. The course

will be offered several times per year on dates to be determined by the Bureau of Consular Affairs. Pre-registration directly with the Coordinator of Crisis Management Training in CA/OCS is required.

Minimum/Maximum: 2/50

Tuition: \$90

TASK FORCE II CRISIS WORK

Course Code PC120

For information call (202) 647-5226, ask for the Coordinator of Crisis Management Training.

This course provides detailed information to consular employees who will staff Task Force II, the component of a task force which deals with Americans caught in crises abroad, as well as their families. Topics covered include: the role of Task Force II; CRIS computer training; dealing with bereaved family members; and a practical simulation of Task Force II operations.

Participants learn to:

- Respond to inquiries from family members, members of Congress and the press.
- Understand the background behind consular policies relevant to Task Force II work.
- Effectively use the CRIS software.
- Deal with bereaved family members.

OPM Competencies Addressed:

- ✓ Interpersonal Skills
- ✓ Resilience

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Social Perceptiveness

Audience:

Foreign Service and Civil Service employees in the Bureau of Consular Affairs, and other employees with the appropriate security clearances who are interested in serving on Task Force II.

Schedule:

8:45 a.m. to 4:00 p.m., DoS Operations Center, Room 7516, Department of State.

The course will be offered several times per year on dates to be determined by the Bureau of Consular Affairs. Pre-registration directly with the Coordinator for Crisis Management Training of CA/OCS is required.

Minimum/Maximum: 2/50

Tuition: No charge

ADVANCED CONSULAR NAMECHECKING TECHNIQUES

Course Code PC 126

For information call (703) 302-7165.

This four-day course is designed to provide consular officers with the background and skills needed to supervise and utilize directly the use of the Consular Lookout and Support System (CLASS) and its backup namechecking systems with maximum expertise. The course entails instruction in both namechecking theory and practice, as well as on linguistic factors that can bear directly on proper entry and evaluation of names.

Participants learn to:

- Master the rules for highest quality data entry to ensure optimum name matching.
- Identify linguistic name structure and transliteration variations, enabling them to spot anomalies and make better use of alternative-spelling aliases.

- Describe the technical infrastructure of CLASS and its backup systems, as well as how they interact with other namechecking tools, and how these systems are supported.
- Understand why potential namecheck matches are returned to users, by learning how CA namechecking systems search for, identify, evaluate, rank-order, and return matches for user queries.
- Evaluates namecheck results with the aid of advanced logarithmic and linguistic knowledge in the course.

OPM Competencies Addressed:

- ✓Accountability
- ✓Technology Management

FS Precepts Addressed:

- ✓Technical Skills
- ✓Job Information

Audience:

The course is primarily designed for Consular Officers with responsibility for managing/supervising visa units; fraud officers and adjudicating officers already possessing some visa experience are also eligible.

Schedule:

9:00 a.m. to 4:00 p.m. Room F4307.

Dates:

Begin	End	Length	Section
12/09/02	12/12/02	4 days	0001
01/27/03	01/30/03	4 days	0002
02/10/03	02/13/03	4 days	0003
03/10/03	03/13/03	4 days	0004
04/21/03	04/24/03	4 days	0005
05/05/03	05/08/03	4 days	0006
06/30/03	07/03/03	4 days	0007
07/14/03	07/17/03	4 days	0008
08/04/03	08/07/03	4 days	0009
09/22/03	09/25/03	4 days	0010

Minimum/Maximum: 6/12

Tuition: \$450

ASSISTING VICTIMS OF CRIME

Course Code PC 124

For information call (202-312-9727)

This four-day course is designed to provide consular officers with the information and skills needed to effectively assist American citizens who become victims of serious crimes while traveling, studying, or residing abroad. Serious crimes include homicide, sexual assault, child physical and sexual abuse, domestic violence, armed robbery, assault, kidnapping, hostage taking, terrorism and other crimes in which the victim suffers serious physical injuries and/or emotional trauma. This course will cover CA/OCS policies and procedures related to assisting American victims overseas and key actions that consular officers can take when assisting victims. Methods include presentations, videos, case examples, group discussions and interactive exercises.

Participants will:

- Gain increased awareness and understanding of the physical, emotional, and financial impact of serious crime on victims, their families and loved ones.
- Learn the basic principles of victim assistance and how to apply these principles and take key actions when assisting victims of different types of crime including, sexual assault, homicide, domestic violence, child abuse, and kidnapping.
- Learn communication techniques and skills that are effective when talking with traumatized victims in person and on the telephone.
- Learn about the various types of specialized victim assistance and compensation services that are available to assist victims of serious crime in the U.S. and abroad and how to refer victims to appropriate services.
- Share experiences in assisting American citizen victims of serious crimes abroad and learn from the experiences of other FSOs and FSNs.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Interpersonal Skills

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Customer Service
- ✓ Institutional Knowledge
- ✓ Social Perceptiveness
- ✓ Support for Diversity

Audience:

This course is primarily designed for consular staff who have responsibility for assisting Americans in distress overseas, including FSOs and FSNs, as well as Washington-based ACS and CI staff. Generally two representatives from each post (one FSO and one FSN) attend the course together.

Dates:

Begin	End	Length	Section
FY 03			
11/18/02	11/22/02	5 days	0001

Additional date to be determined.

Minimum/Maximum: 10/24

Tuition: \$450

BASIC CONSULAR COURSE

Course Code PC530

For information call (703) 302-7165.

The Basic Consular Course offers intensive training in immigration and nationality law and regulations, and in consular policies, responsibilities, and procedures. Rotating among different "offices" in "ConGen Rosslyn," students are introduced to the law and regulations through study guides and lectures. In addition to extensive case study exercises that test the student's understanding of the material, practice in applying the material is obtained in role-plays and simulations. Students also receive an introduction to the basic automated systems used in consular work. Examinations are given in each of the four course segments. For information concerning academic credit, contact the Office of the Dean of the School of Professional and Area Studies.

Participants learn to:

- Apply the immigration and nationality laws and regulations accurately and effectively.
- Provide routine and emergency services to Americans abroad and aliens seeking to enter the U.S..
- Handle difficult clients and sensitive situations.
- Carry out consular procedures.
- Use consular equipment and operate consular computer systems, including IV, NIV, ACS, MRP, and ACRS.
- Recognize and combat fraud and alien smuggling.
- Address consular management issues.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Oral Communication
- ✓ Service Motivation
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Oral Communication
- ✓ Professional Expertise
- ✓ Technical Skills

Audience:

Foreign Service Officers assuming consular positions abroad or in the Department, and Civil Service officers assigned to TDY or excursion consular tours. This course is also offered, on a space-available basis, to American-citizen Eligible Family Member (EFM) spouses of direct-hire U.S. government employees about to be assigned or already assigned overseas. (There is a charge for non-Department of State EFMs. Contact Consular Training Division for information on circumstances under which tuition may be waived.) While completion of the course does not guarantee employment at post, it does enhance employment opportunities. Enrollment for EFMs is arranged through M/FLO.

Schedule:

8:30 a.m. to 5:00 p.m., Room F3116.

Enrollment is continuous with a new class beginning every other day. Pre-registration is required with the Division of Consular Training.

Minimum/Maximum: 3/8

Tuition: \$2,370

**ADVANCED
CONSULAR COURSE**

Course Code PCS32

For information call (703) 302-7165.

Experienced consular officers who are moving into consular leadership and management roles need practical job-related training to update functional knowledge and skills in all areas of consular work. In addition to this functional training, participants will also receive guidance in leading people and managing resources. The policy context in which consular work is carried out, the inter-agency process, crisis management, and customer service are also addressed in discussions, simulations, and field trips.

Participants learn to:

- Lead and manage a consular section effectively, including personnel and logistical issues.
- Apply current regulations and procedures in the areas of passports, visas, services to American citizens abroad, children's issues, and crisis management.
- Interact with other offices at posts and in the Department, as well as other agencies, Congress, and the private sector.
- Apply consular Best Practices in the most effective way.
- Apply principles of customer service within the context of U.S. policy interests.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Conflict Management
- ✓ Creativity/Innovation
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Financial Management
- ✓ Human Resource Management
- ✓ Integrity/Honesty
- ✓ Interpersonal Skills

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Customer Service
- ✓ Innovation
- ✓ Institutional Knowledge
- ✓ Management of Resources
- ✓ Performance Management
- ✓ Problem Solving and Decision Making
- ✓ Social Perceptiveness
- ✓ Support for Diversity

Audience:

Consular officers at the FO-3 level (or the GS equivalent).

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
06/02/03	06/20/03	3 weeks	0001
07/07/03	07/25/03	3 weeks	0002

Minimum/Maximum: 1525

Tuition: \$1,360

**CONSULAR MANAGEMENT
AT A SMALL POST**

Course Code PC533

For information call (703) 302-7165.

Note: This course is also available on CD-ROM.

This two-day course is intended for inexperienced officers assigned as the sole consular officer at a small post, where they will be responsible for consular operations with minimal supervision from post senior management and intermittent, usually long-range advice and assistance from the regional consular officer. The course focuses on

consular management concepts, emphasizing the primary importance of adequate management controls, proactive emergency planning, and effective staff supervision.

Participants will learn:

- How to establish and maintain adequate internal controls.
- The role and responsibilities of the Accountable Consular Officer (ACO) in collecting and accounting for consular fees.
- How to establish and maintain an effective visa referral system.
- The responsibility of a supervisor to provide effective communication, motivation and feedback to employees to help them identify and meet performance goals.
- The importance of managing time as a finite resource and how to apply basic time management techniques.
- The availability of external resources.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Cultural Awareness
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Problem Solving and Decision Making
- ✓ Management of Resources

Audience:

First- and second-tour Foreign Service officers assigned as the sole consular officer at a small post; and mid-level, non-consular cone Foreign Service officers assigned to a small post in a rotational position with responsibility for consular services.

Prerequisite:

Basic Consular Course (PC 530).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Sessions will be scheduled throughout the year on an as-needed basis. Pre-registration is required.

Minimum/Maximum: 1/8

Tuition: \$90

Consular Training Segments

Course Codes PC535-538

For information call (703) 302-7165.

Also see Distance Learning section for Consular Courses available on the FSI web site.

The four sections of the Basic Consular Course (PC530) may be taken separately in certain cases. Working along with students already enrolled in The Basic Consular Course (PC530), participants are introduced to immigration and nationality laws and regulations through lectures, study guides, and videotapes. Case studies and role playing exercises develop understanding of the materials and their practical applications. An examination is given at the end of the NTV, IV, PPT, and ACS segments.

NOTE: Officers who are assigned to consular positions overseas, or Eligible Family Members who hope to qualify for positions as Consular Associates or Professional Associates, should take the entire Basic Consular Course (PC 530) as a unit. Please see course description of PC530.

Participants learn to:

- Apply the immigration and nationality

laws and regulations accurately and effectively.

- Provide routine and emergency services to Americans abroad and aliens seeking to enter the U.S..
- Handle difficult clients and sensitive situations.
- Carry out consular procedures.
- Use consular equipment and operate consular computer systems, including IV, NTV, ACS, MRP, and ACRS.
- Recognize and combat fraud and alien smuggling.
- Address consular management issues.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Cultural Awareness
- ✓ Customer Service
- ✓ Oral Communication
- ✓ Service Motivation
- ✓ Technical Credibility

FS Precepts Addressed

- ✓ Active Listening
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Oral Communication
- ✓ Professional Expertise
- ✓ Technical Skills

AMERICAN CITIZENS SERVICES

Course Code PC535

Schedule:

Seven days

Tuition: \$640

PASSPORT AND NATIONALITY

Course Code PCS36

Schedule:

Six days

Tuition: \$550

IMMIGRANT VISAS

Course Code PCS37

Schedule:

Six days

Tuition: \$550

NONIMMIGRANT VISAS

Course Code PCS38

Schedule:

Seven days

Tuition: \$640

Audience:

New Civil Service employees who need functional training in one or more of the segments of the Basic Consular Course (PCS30), and experienced consular officers who need to update consular knowledge in one or more of these areas.

Schedule:

8:30 a.m. to 5:00 p.m., Room F3116.

Continuous enrollment on a space-available basis at the request of the CA Bureau, any CA Division or Office Chief, or any consular officer, with the concurrence of his/her supervisor and training officer. Pre-registration directly with Consular Training Division is required.

CONSULAR REVIEW AND AUTOMATION UPDATE

Course Code PCS40

For information call (703) 302-7165.

This three-day course is designed to provide an opportunity for CA consultations for the purpose of updating knowledge of various consular issues, and to provide an introduction to current consular computer systems.

Participants learn to:

- Understand and apply current CA policies.
- Use automated systems found at their post of assignment, including ALMA-MRV, ACRS, IV, ACS, and/or MRP.

Audience:

Experienced consular officers assigned either overseas or in the Department.

Prerequisite:

Basic Consular Course (PCS30).

Schedule:

8:30 a.m. to 5:00 p.m., Room F3116. Continuous enrollment.

A specific three-day program of study will be designed for each officer based on his/her particular needs. Where possible, officers are placed in on-going ConGen classes where the automation training is scheduled. This course is offered on an as-needed basis at the request of the CA Bureau, any CA Division or Office Chief, or any consular officer, with the concurrence of his/her supervisor or training officer. Pre-registration directly with Consular Training Division is required.

Minimum/Maximum: 1/4*

**Depending upon PCS30 enrollment.*

Tuition: \$270

FRAUD PREVENTION FOR CONSULAR MANAGERS

Course Code PC541

For information call (703) 302-7165.

This course presents the basic information needed to operate an effective consular fraud prevention program. Topics covered include: accountability, record-keeping and reporting, management controls, systems and fee accountability, recognition of fraudulent documents, adoption fraud, paternity fraud, Federal Benefits fraud, investigative techniques, priorities and resources, petition revocation, working with DS and INS, training others in fraud detection and prevention, and supervision.

Participants learn to:

- Set up and operate an effective consular fraud prevention program.
- Design a statistically significant validation study to monitor non-immigrant visa overstay rates.
- Train junior officers, FSNs, and host country officials in detection and deterrence of fraud.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Decision-Making
- ✓ Job Information
- ✓ Knowledge of Foreign Cultures
- ✓ Problem Solving

Audience:

FSOs assigned to consular fraud prevention manager positions, mid-level consular managers assigned to high-threat posts lacking a designated FPM, and where possible, other interested USG officers. Pre-registration is mandatory, as CA/FPP selects all participants. Interested parties should

contact CA/FPP Training Team Leader for information.

Schedule:

8:30 a.m. to 4:30 p.m.

Dates:

FY03

Begin	End	Length	Section
01/27/03	01/31/03	5 days	0001
06/16/03	06/20/03	5 days	0002

~~Minimum~~/Maximum: 10/20

Tuition: \$450

Consular FSNS and Consular Agents

REGIONAL WORKSHOP FOR CONSULAR FSNS

Course Code PC106

These annual regional workshops cover the full range of consular services, emphasizing issues which are especially salient or problematic for posts in a specific region. Participants attend presentations by experts from the Department's Bureau of Consular Affairs and other USG agencies responsible for immigrant and non-immigrant visa processing, or for provision of services to American citizens including passports and federal benefits, and children's issues. Participants also discuss management issues including how to manage up, how to supervise effectively, and how to identify and incorporate "best practices" into post operations.

Audience:

FSNs (typically FSN-7 or above) with at least two years' experience in consular work and

who expect to remain in USG employment for at least five more years.

Prerequisite:

Completion of the consular correspondence courses (Immigration Law and Visa Operations (PC102), Nationality Law and Consular Procedures (PC103), and Overseas Citizens Services (PC104)) is preferred but not mandatory.

Schedule:

Offered once a year for each region. The FSI will invite posts to nominate candidates approximately two months before each workshop and selects twenty-five participants based on post responses.

Dates:

FY03			
Begin	End	Length	Section
11/18/02	11/22/02	5 days	(AF)
01/13/03	01/17/03	5 days	(EAP)
03/10/03	03/14/03	5 days	(WHA)
04/07/03	04/11/03	5 days	(EUR)
04/28/03	05/02/03	5 days	(NEA/SA)

Minimum/Maximum: 10/25

Tuition: \$450

CONSULAR AGENTS' WORKSHOP

Course Code PC107

These annual workshops provide Consular Agents an opportunity to share their experience, ideas and challenges with each other and with Department colleagues. Particular attention is focused on management issues, ethics, communicating with the supervisory post, the challenge of providing American citizens services in remote locations, and "best practices." Participants attend presentations by experts from the Department's Bureau of Consular

Affairs and other USG agencies responsible for provision of services and federal benefits to American citizens overseas.

Audience:

Consular Agents and Consular Agency FSNA. The Foreign Service Institute will invite selected posts to nominate candidates approximately two months prior to the workshop.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

FY03			
Begin	End	Length	Section
09/22/03	09/26/03	5 days	0001

Minimum/Maximum: 10/25

Tuition: \$450

WORKSHOP FOR SENIOR NONIMMIGRANT VISA FSNS

Course Code PC121

This one-week course offers intensive exposure to salient issues, procedures, and policies relevant to the nonimmigrant visa process. The course provides students with the opportunity to meet with representatives from those offices within the Department of State (principally the Bureau of Consular Affairs) and other USG agencies with which they interact on a regular basis.

Participants learn to:

- Direct inquiries or requests for assistance to the appropriate action office within the Bureau of Consular Affairs.
- Apply recent changes in regulation or policy pertaining to the nonimmigrant visa function.

- Manage nonimmigrant visa workload so as to enhance customer service and conserve resources.

Audience:

Senior Foreign Service Nationals (FSN-7 or above) with prior experience in the nonimmigrant visa function.

Prerequisite:

Completion of the consular correspondence courses (Immigration Law and Visa Operations (PC102), Nationality Law and Consular Procedures (PC103), and Overseas Citizens Services (PC104)) is preferred but not mandatory.

Schedule:

Offered once a year. The FSI, in consultation with the Consular Affairs Bureau, will invite selected posts to nominate candidates approximately two months prior to each workshop. Posts that have justified training needs can also contact the Consular Training Division Director by facsimile (703) 302-6805, telephone (703) 302-7165 or e-mail to express an interest in a specific workshop.

Dates:

Begin	End	Length	Section
FYTH			
02/17/03	02/21/03	5 days	0001

Minimum/Maximum: 10/25

Tuition: \$450

WORKSHOP FOR SENIOR AMERICAN CITIZEN SERVICES FSN5

Course Code PC122

This course offers a one-week, intensive overview of American Citizen Services and issues relating to the provision of such services overseas. Participants attend lectures and discussions focused on specific aspects of the ACS function, including financial and medical assistance, death cases, legal issues, crisis management, customer service, child abduction, international adoption, and non-emergency services. Participants meet with policy makers from the Bureau of Consular Affairs to discuss trends and priorities relevant to the ACS function.

Participants learn to:

- Utilize Department contacts and resources most effectively in order to assist American citizens overseas.
- Plan for potential crises, including evacuations.
- Apply recent policies, regulations or laws pertaining to the provision of American Citizen Services.

Audience:

Senior FSNs (FSN-7 or above) with prior experience in the field of American Citizen Services.

Prerequisite:

Completion of the consular correspondence courses (Immigration Law and Visa Operations (PC102), Nationality Law and Consular Procedures (PC103), and Overseas Citizens Services (PC104)) is preferred but not mandatory.

Schedule:

Offered once a year. the FSI, in consultation with the Consular Affairs Bureau, will invite selected posts to nominate candidates

approximately two months prior to each workshop. Posts that have justified training needs can also contact the Consular Training Division Director by facsimile (703) 302-6805, telephone (703) 302-7165 or e-mail to express an interest in a specific workshop.

Dates:

Begin	End	Length	Section
FY03			
05/19/03	05/23/03	5 days	(001)

Minimum/Maximum: 10/25

Tuition: \$450

WORKSHOP FOR SENIOR IMMIGRANT VISA FSNS

Course Code PC123

This is a one-week course focused on the issues, procedures, and policies relevant to the processing of U.S. immigrant visas. Participants attend presentations by experts from the Department's Bureau of Consular Affairs and other USG agencies responsible for immigrant visa processing. When feasible, the course also includes a one-day visit to the National Visa Center in Portsmouth, New Hampshire to observe the processing of immigrant visa cases, and to consult with relevant NVC employees on post-specific issues.

Participants learn to:

- Identify and contact the appropriate Department and INS offices for assistance and guidance on immigrant visa cases.
- Manage IV cases and workload so as to conserve resources and improve customer service.
- Apply recent changes in law, policy, and regulation pertaining to the IV function.

Audience:

Senior FSNs (FSN-7 or above) with prior experience in the field of immigrant visa processing.

Prerequisite:

Completion of the consular correspondence courses (Immigration Law and Visa Operations (PC102), Nationality Law and Consular Procedures (PC103), and Overseas Citizens Services (PC104)) is preferred but not mandatory.

Schedule:

Offered once a year. The Foreign Service Institute, in consultation with the Consular Affairs Bureau, will invite selected posts to nominate candidates approximately two months prior to each workshop. Posts that have justified training needs can also contact the Consular Training Division Director by facsimile (703) 302-6805, telephone (703) 302-7165 or e-mail to express an interest in a specific workshop.

Dates:

Begin	End	Length	Section
FY03			
09/08/03	09/12/03	5 days	(001)

Minimum/Maximum: 10/25

Tuition: \$450

Correspondence Courses

Course Codes PC102-104

For information call (703) 302-7165.

See Distance Learning

IMMIGRATION LAW AND VISA OPERATIONS

Course Code PC102

NATIONALITY LAW AND CONSULAR PROCEDURES

Course Code PC103

AMERICAN CITIZENS SERVICES

Course Code PC104

PASSPORT EXAMINERS CORRESPONDENCE COURSE

Course Code PC110

See Distance Learning

These correspondence courses are also available on OpenNet (the Department of State's Intranet) from the main Department of State page, under Foreign Service Institute, Distance Learning.



THE ONLINE LANGUAGE COURSES

Please note that these courses are limited to Department of State employees and Eligible Family Members. Students may self-enroll by submitting a DS-755 to the FSI Registrar via Fax at (703) 302-7152. The supervisor's signature is required.

ONLINE READING MAINTENANCE COURSE

Course Code L 401

Available on OpenNet.

This course is designed to help employees maintain their advanced reading skills in French, Polish, Portuguese, Russian, and Spanish. The course is taught electronically online through OpenNet. Course materials are delivered on OpenNet in a passworded area. Passwords are provided to registered students. Official registration is required. Mentoring by a FSI Language and Culture Instructor takes place privately and with the group, via e-mail or "bulletin board." A FSI reading proficiency test will be administered at the end of the course.

Participants learn to:

- Read and interpret print media on job-related social, political, and economic issues.
- Acquire cultural information necessary for effective communication and analysis.
- Maintain language skills after training.

Audience:

Department of State personnel and Eligible Family Members who are 18 years or older with a tested score of R-3 or higher in the language.

Prerequisite:

Basic familiarity with the Windows environment. Access to OpenNet (Department of State Intranet).

Schedule:

Participants dedicate at least two to three hours per week.

Dates:

Begin	End	Length	Section
FY 03			
02/18/03	05/06/03	12 weeks	001
09/29/03	12/19/03	12 weeks	002
FY 04			
02/17/04	05/07/04	12 weeks	001
09/27/04	12/17/04	12 weeks	002

Tuition: No charge

If you would like more information about this course, please send an e-mail to OnlineLanguage@state.gov.

ONLINE INTRODUCTORY LANGUAGE COURSE

Course Code L 410

Available on OpenNet.

The Online Introductory Course is designed to teach the basic language structure and grammar together with high frequency vocabulary used in daily life. The course is on CD-ROM. Online mentoring takes place privately and/or with the group by a FSI Language and Culture Instructor. Participants learn to read simple texts and dialogues and to engage in communication at the elementary proficiency level. Furthermore, learners will experience the excitement of understanding the spoken language and expressing their thoughts through the use of various sentence patterns and idiomatic phrases. By accessing a rich set of Help Options for grammar, vocabulary, or cultural explanations, learners will be able to pursue an individualized mode of instruction at their own pace. The course is offered in Korean only. A FSI proficiency test will be administered at the end of the course.

Audience:

Department of State employees and their Eligible Family Members who are 18 years or older.

Prerequisite:

Basic familiarity with the Windows environment. Access to OpenNet.

Schedule:

Participants dedicate eight to twelve hours a week to coursework.

Dates:

Begin	End	Length	Section
FY03			
02/18/03	08/01/03	24 weeks	0001
09/29/03	03/19/04	24 weeks	0002
FY04			
02/17/04	07/30/04	24 weeks	0001
09/27/04	03/18/05	24 weeks	0002

Tuition: No charge

If you would like more information about this course, please contact OnlineLanguage@state.gov.

"EXPRESS" ONLINE LANGUAGE FAMILIARIZATION COURSE

Course Code L_420

Available on OpenNet.

The "Express" Online Familiarization Course provides basic familiarization with the language and culture of the host country. Lessons are derived from situations likely to be encountered overseas in a particular locale. The training prepares the learner to get things done despite limited linguistic ability by making use of essential language and cultural knowledge. The course consists of a CD-ROM which is sent to the learner, plus interactive online mentoring and assessment. Mentoring takes place privately

and/or with the group by a FSI Language and Culture Instructor. Participants are expected to spend eight to twelve hours weekly in study. Participants who complete the course learn to read the simple texts and engage in elementary everyday interactions. The course is offered in German and Greek. A FSI proficiency test will be administered at the end of the course.

Audience:

Department of State employees and their Eligible Family Members who are 18 years or older.

Prerequisite:

Basic familiarity with the Windows environment. Access to OpenNet.

Schedule:

Participants need to dedicate eight to twelve hours a week to coursework.

Dates:

Begin	End	Length	Section
FY03			
02/18/03	08/01/03	24 weeks	0001
09/29/03	03/19/04	24 weeks	0002
FY04			
02/17/04	07/30/04	24 weeks	0001
09/27/04	03/18/05	24 weeks	0002

Tuition: No charge

If you would like more information about this course, please contact OnlineLanguage@state.gov.

ONLINE INTRODUCTION TO HTML (Hyper Text Markup Language)

Course Code MM306

Available on OpenNet.

This course covers the basic concepts of HyperText Markup Language and how to develop Web pages to deliver information and/or instruction through Internet/Intranet. It will be taught electronically on-line through OpenNet. Course materials will be delivered on OpenNet in a passworded area. Passwords will be provided to registered students. Assignments will be required. Mentoring will take place privately and with the group.

Participants learn to:

- Understand the World Wide Web and HTML and how they relate to each other.
- Identify the main elements of a HTML document.
- Identify anchor elements and create hypertext links.
- Create a simple HTML document.
- Create a list and format text.
- Incorporate graphics and graphical elements into HTML documents.
- Create tables.

Audience:

Foreign Service, Civil Service, and Foreign Service National employees who want to begin to create Web pages, for in-house use or for publication to a world-wide Department of State audience through OpenNet, the Department's Intranet. Participants must have access to OpenNet.

Prerequisite:

Strong familiarity with the Windows environment, with the World Wide Web, and with Web browsers. HTML is a markup language and requires an understanding of basic computer operations and concepts. Users must have access to a computer on OpenNet that has MS Internet Explorer.

Schedule:

Four weeks.

Dates:

First Monday of every other month: November, January, March, May, July, September. (Class may be canceled due to insufficient enrollment.)

Minimum/Maximum: 8/12

Tuition: No charge

BASIC NEPA RECORD KEEPING, OVERSEAS OPERATIONS (CD ROM)

Course Code PA226

The purpose of this course is to teach students how to use the basic functions of the Department's Nonexpendable Property Application (NEPA) to keep track of U.S. Government-owned property at Foreign Service posts. It is a self-instructional course in basic data entry skills. Course materials include a workbook, a CD, and three job aids. The workbook includes all of the instructions a student needs to learn the basic functions of NEPA. The CD includes a special training database with all the NEPA files and records used for this course. The student will work in this database to complete the lessons and exercises of this course and its final test.

Participants learn to:

- Create, modify, and delete location records.
- Create, modify, and dispose of property records.
- Create, modify, and delete maintenance records.
- Use standard NEPA utilities to change responsible officer item codes, agency codes, and property numbers.
- Produce standard NEPA reports.

The FSI distributed the course on CD to all posts worldwide in April 2000. The CD sent with the course workbook includes all workbook documents in Word97 format. Information in the Course Introduction explains how students may receive credit for the course by successfully completing the final test included with the workbook. Questions may be directed to the NEPA course manager by e-mail: FSI FSN Mailbox (or FSNM@state.gov).

FS Precepts Addressed:

- ✓ Job Information
- ✓ Technical Skills

Audience:

Any employee (American or FSN) who will use NEPA to keep track of or manage a post's nonexpendable property inventory.

Prerequisite:

Ability to read and write English. A PC with a CD-ROM drive is required to work through this course. (*Note: This PC may not have NEPA or PC CUE already installed.*)

Tuition: \$140

HOW TO BE A CERTIFYING OFFICER

Course Code PA291

See Self Study

HOW TO BE A CONTRACTING OFFICER REPRESENTATIVE

Course code PA130

See Self Study

HOW TO WRITE A STATEMENT OF WORK

Course Code PA134

See Self Study

INTRODUCTION TO SIMPLIFIED ACQUISITIONS AND REQUISITIONS OVERSEAS

Course Code PA222

See Self Study

MANAGEMENT CONTROLS WORKBOOK

Course Code PA164

See Self Study

PURCHASE CARD SELF-CERTIFICATION TRAINING (CD-ROM)

Course Code PA297

This multimedia-training package teaches employees how to use the "SmartPay" Government Purchase Card. The course will teach students how to make authorized purchases and perform related accountability functions at domestic bureaus and overseas posts. Participants can access the self-certification test on the Intranet at <http://fsiweb.fsi.state.gov/vfsi/coursesPA297> and begin. Certificates are generated upon successful completion of the test.

Participants learn to:

- Explain the SmartPay Program and the Department of State's contract with Citibank.
- Recognize the benefits of using the SmartPay Purchase card over traditional procurement methods.

- Use the SmartPay Purchase Card and understand the governing policies and procedures.
- Identify the "Key Players" and their respective roles and responsibilities.
- Utilize internal controls and processes available to help in the operation and management of the SmartPay Purchase Card program.

CD-ROMs have been distributed to all overseas posts and bureau Executive Offices. Limited additional copies may be obtained from the Office of the Procurement Executive, A/OPE, telephone: (703) 516-1688.

OPM Competencies Addressed:

- ✓ Technical Credibility

Audience:

Civil Service and Foreign Service personnel with an operational need to become involved in the purchase card program.

Prerequisite:

None.

Tuition: \$140

TRAINING FOR OVERSEAS CASHIERS (CD-ROM VERSION)

Course Code PA295

Instructions for completing the course and final exam must be requested from post's servicing USDO.

This course presents the legal requirements of cashiering, daily operational responsibilities, reporting requirements, and security considerations. The course includes readings and review tests, simulations of cashier activities, and other interactive exercises. Completion of this

course, including a passing score on the final examination, is required before an employee can be designated a Class B cashier at a Foreign Service post.

Participants learn to:

- Identify the role and duties of a Class B Cashier.
- Perform the various cashier services and associated financial transactions.
- Interpret and apply regulations in the performance of their duties.
- Maintain proper cashier records and account for all official funds.
- Reconcile local accounts with the post's financial service center.

A PC with a CD-ROM drive and sound card is required to run this version of the course. **The CD-ROM should be obtained from post's servicing USDO at your Financial Service Center.**

Audience:

Personnel assigned to be Class B Cashier or Alternate Class B Cashier at a Foreign Service post abroad.

Prerequisite:

Ability to read and write English.

Schedule:

Personnel nominated as Class B Cashiers must complete the course (including attaining a passing score on the final examination) within 180 days of their nomination in order to continue acting as cashier.

Tuition: \$140

TRAINING FOR OVERSEAS CASHIER SUPERVISORS

Course Code PA294

See Self Study

TRAINING FOR OVERSEAS VOUCHER EXAMINERS

Course Code PA200

See Self Study

FIRE SAFETY

Course Code MQ920

For more information call (703) 302-7269.

Building on fire safety lessons learned in the Security Overseas Seminar (MQ911) and the Advanced Security Overseas Seminar (MQ912), this self-study course delivers fire safety tips, resources and regulations directly to your desktop PC via an interactive multimedia program on CD-ROM.

Participants learn:

- Physiological and psychological reactions to fire and smoke.
- Common causes of overseas fires.
- How to use a fire extinguisher.
- Tips for home, office and hotel fire safety.
- Departmental regulations and resources.

This course is available on InfoLearn CD-ROM, part of the InfoExpress series that is distributed quarterly to all posts. See your Systems Administrator if you do not have a copy of InfoLearn. Instructions to access the course are included on the CD-ROM.

Audience:

USG employees and Eligible Adult Family Members. Also suitable for Foreign Service National employee training.

Schedule:

Using the CD-ROM, students may take the course at post at their convenience. See

post-administrative officer, information management officer, or POSHO for access to the CD-ROM. Upon successful completion of the course, students must follow directions included in the module for submission of the certificate to receive credit for the course.

Tuition: No charge

CONSULAR CORRESPONDENCE COURSES

Course Codes PC102-104

For information call (703) 302-7165.

Modeled after the Basic Consular Course, these computer-based training courses are designed to help the Foreign Service National employee understand the large and complex body of laws and regulations with which he or she works. Each course includes readings, written exercises, quizzes, and a final examination.

Participants learn to:

- Understand the Immigration and Nationality Act and the regulations found in the Foreign Affairs Manual.
- Recognize the basic principles and procedures of consular work.
- Apply their knowledge to real-world consular cases.

Audience:

Foreign Service National and American PIT employees working in consular positions at posts abroad.

Schedule:

Location: Offsite. Courses are offered on demand. The courses are also available through the InfoLearn program as well as the Intranet, under "Distance Learning" on the FSI webpage.

Tuition: \$140

IMMIGRATION LAW AND VISA OPERATIONS

Course Code PC102

NATIONALITY LAW AND CONSULAR PROCEDURES

Course Code PC103

OVERSEAS CITIZENS SERVICES

Course Code PC104

PASSPORT EXAMINERS CORRESPONDENCE COURSE

Course Code PC110

For information call (703) 302-7165.

The course presents the basic concepts and legal foundations of U.S. nationality law, to allow passport examiners to adjudicate the issuance of passports to U.S. citizens. Readings in self-study guides, laws, and regulations guide the student to an understanding of principles and procedures of passport issuance, while quizzes help the student identify areas needing further study. A final examination is provided by the Foreign Service Institute.

Participants learn to:

- Identify the basis of acquiring U.S. citizenship.
- Understand the Immigration and Nationality Act and relevant regulations concerning passports and citizenship.
- Interpret laws and regulations and apply them to passport and citizenship cases.
- Understand procedures for issuing U.S. passports.

OPM Competencies Addressed:

- ✓ Accountability
- ✓ Technical Credibility

Audience:

Passport examiners working at the domestic U.S. passport agencies.

Schedule:

Location: Offsite. This course is offered on demand, and is administered through the employee's passport agency.

Tuition: \$135

FASTRAC DISTANCE LEARNING COURSES

The FasTrac distance learning program provides commercially-available computer-based training (CBT) for technical, computer, and professional development skills. The program is available over the Internet and the Department's Intranet using a password. Individual participants receive a passworded account that gives them access to any of over 1,400 CBT self-study courses. The password is valid for one year at a time, provided the user is actively engaged in taking courses. Certain minimum system requirements must be met in order to use this program. A CD-ROM version is also available by special arrangement.

The courses are self-paced, available whenever the individual has time to devote to them, and usually take between two and four hours to complete. A complete list of courses is available on the FSI web page on the Department of State Intranet. Popular courses include: Grammar/Writing Skills; Customer Service; Negotiation/Conflict Resolution; Information Technology Skills. The courses may be completed online or downloaded to work on off-line. Employees should discuss with, and obtain approval of, their supervisor if they intend to use the

program in the office during work hours. An agreed-upon amount of time should be set aside for the distance learning effort.

Audience:

All Department of State employees—Foreign Service, Civil Service, Foreign Service Nationals, Personal Services Contractors, and Eligible Family Members—are eligible to participate in the FasTrac program.

Schedule:

As arranged between employee and supervisor. Interested participants should send an e-mail message to the FasTrac Coordinator in the FSI Office of the Registrar, or to FSIFASTRAC@state.gov.

Tuition:

The Foreign Service Institute has funded a limited number of passwords for Department of State employees.

- Cisco Certified Network Professional (CCNP)
- Cisco Certified Design Professional (CCDP)
- Certified Lotus Specialist (CLS-R4)
- Certified Lotus Professional Notes Application Developer-R4 (CLPNAD-R4)
- Certified Lotus Professional Notes System Administrator-R4 (CLPNSA-R4)
- Certified Lotus Professional Notes System Administrator-R4.6 (CLPNSA-R4.6)
- Microsoft Certified Professional (MCP)
- Microsoft Certified Systems Engineer (MCSE) 2000 Track
- Microsoft Certified Database Administrator (MCDBA) 2000 Track
- Oracle 8i Certified Database Administrator (CDA)
- Microsoft Office User Specialist (MOUS) 97 and 2000
- Individual elements of the listed certifications for students who have begun the certification process elsewhere.

SAIT DISTANCE LEARNING COURSES

SAIT has significantly enhanced the distance learning program for IRM and State Department employees worldwide. In addition to CD-ROM delivery of training materials, access to SmartForce courses is now available using the Internet and OpenNet. These courses are designed to support, and in some cases substitute, classroom training. On-line mentoring can be used with all of the delivery methods (Internet, OpenNet, and CD-ROM). There are over 330 titles available that support the following certification options.

- CompTIA A+
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Design Associate (CCDA)

Audience:

System operators, managers, end-users, and administrators who wish to obtain certification. Participants must have access to Open Net or Internet or CD-ROM player and email. Send an email to SAITDL@state.gov for more information.

Prerequisite:

Strong familiarity with Windows NT, Internet Explorer, and system management.

Schedule:

Course is offered on demand.

Tuition: No charge

EEO/DIVERSITY AWARENESS FOR MANAGERS AND SUPERVISORS*

Course Code PT107

This seminar emphasizes responsibilities in EEO/Diversity issues. The lectures and group discussions focus on the Department's EEO and affirmative action regulations and how they can be implemented in a diverse workplace.

Participants learn to:

- Identify key elements in the implementation of EEO, Affirmative Action, and diversity awareness, and apply them to current work situations.
- Utilize effective diversity management skills to promote a positive work environment that draws on the talents of all employees.

OPM Competencies Addressed:

- ✓ Cultural Awareness
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Teambuilding

FS Precepts Addressed:

- ✓ Performance Management and Evaluation
- ✓ Social Perceptiveness
- ✓ Support for EEO
- ✓ Teamwork

Audience:

Offered for managers and supervisors.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/03/02	10/04/02	2 days	0001
10/24/02	10/25/02	2 days	0002
10/31/02	11/01/02	2 days	0003
11/07/02	11/08/02	2 days	0004
11/14/02	11/15/02	2 days	0005
12/05/02	12/06/02	2 days	0006
01/09/03	01/10/03	2 days	0007
01/23/03	01/24/03	2 days	0008
02/03/03	02/04/03	2 days	0009
02/13/03	02/14/03	2 days	0010
03/06/03	03/07/03	2 days	0011
03/20/03	03/21/03	2 days	0012
04/03/03	04/04/03	2 days	0013
04/17/03	04/18/03	2 days	0014
05/01/03	05/02/03	2 days	0015
05/15/03	05/16/03	2 days	0016
05/29/03	05/30/03	2 days	0017
06/05/03	06/06/03	2 days	0018
06/12/03	06/13/03	2 days	0019
06/19/03	06/20/03	2 days	0020
06/26/03	06/27/03	2 days	0021
07/10/03	07/11/03	2 days	0022
07/24/03	07/25/03	2 days	0023
07/28/03	07/29/03	2 days	0024
08/07/03	08/08/03	2 days	0025
08/14/03	08/15/03	2 days	0026
08/21/03	08/22/03	2 days	0027
09/04/03	09/05/03	2 days	0028
09/11/03	09/12/03	2 days	0029
09/29/03	09/30/03	2 days	0030
FY 04			
10/02/03	10/03/03	2 days	0001
10/23/03	10/24/03	2 days	0002
11/06/03	11/07/03	2 days	0003
11/13/03	11/14/03	2 days	0004
12/04/03	12/05/03	2 days	0005

Minimum/Maximum: 10/25

Tuition: \$600

**This course meets the Department of State EEO requirements.*

LEADING IN A DIVERSE WORKFORCE

Course Code PT218

This one-day workshop builds on the concepts addressed in the EEO/Diversity Awareness Seminar, and takes them to a new level. Starting with the diversity present in the classroom, the workshop uses a variety of exercises and discussions to explore the impact of diversity on the work environment. It identifies the key attitudes needed for true inclusion, and the actions managers can take to make a difference in performance and teamwork with their diverse work groups.

OPM Competencies Addressed:

- ✓ Institutional Knowledge
- ✓ Cultural Awareness
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Teambuilding

FS Precepts Addressed:

- ✓ Performance Management and Evaluation
- ✓ Social Perceptiveness
- ✓ Support for EEO
- ✓ Teamwork

Prerequisite:

EEO/Diversity Awareness for Managers and Supervisors (PT107) or equivalent.

Dates:

Begin	End	Length	Section
FY 03			
10/28/02	10/28/02	1 day	0001
12/09/02	12/09/02	1 day	0002
03/13/03	03/13/03	1 day	0003
06/23/03	06/23/03	1 day	0004
08/22/03	08/22/03	1 day	0005
FY 04			
10/27/03	10/27/03	1 day	0001
12/10/03	12/10/03	1 day	0002

~~Minimum/Maximum:~~ 10/25

Tuition: \$300

Economics Courses

ECONOMIC AND COMMERCIAL STUDIES

Course Code PE250

This is an intensive and comprehensive nine-month professional development program designed to provide the analytical and policy tools needed by economic officers in the course of their careers. Emphasis is on knowledge and skills needed to analyze economic policy, advise U.S. officials on economic issues, influence the overseas policy environment, and advocate for U.S. economic and commercial interests.

Core courses include mathematics review, microeconomics, macroeconomics, statistics, international trade theory and commercial policy, international finance, money and banking, country data analysis, economic policy reform, international capital markets, and centrally planned economies in transition. Short applied courses are offered on such topics as trade dispute resolution, competition policy, financial market innovations, environmental economics, and project finance analysis. A computer applications workshop provides an important link between economic theory and actual problem-solving situations. Numerous case studies provide participants with opportunities to apply their developing skills and knowledge to problems and situations typically encountered by Foreign Service Officers including practice in incorporating such skills and knowledge in Foreign Service reporting. A week-long workshop at the International Monetary Fund, a three-day offsite in New York, and many shorter offsites provide exposure to a wide array of economic and commercial institutions.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Creativity and Innovation
- ✓ External Awareness
- ✓ Oral Communication
- ✓ Problem-Solving
- ✓ Strategic Thinking
- ✓ Written Communication

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Job Information
- ✓ Information Gathering and Analysis
- ✓ Institutional Knowledge
- ✓ Knowledge of Foreign Cultures
- ✓ Oral Communication
- ✓ Persuasion and Negotiation
- ✓ Teamwork
- ✓ Technical Skills
- ✓ Written Communication

Audience:

Primarily intended for tenured economic/commercial officers. A limited number of positions are usually open to Foreign Service Officers in other cones, to Civil Service employees, and to participants from other USG agencies.

Prerequisites:

The program assumes little formal education in economics, but its intensive nature requires high motivation and a strong interest in economic and commercial issues. Interested Foreign Service Officers should first contact the Economic and Commercial Studies Division (703) 302-7256 for a training consultation, and must bid for this course as they would for any onward assignment. Graduates are expected to fill an economic/commercial position in Washington or overseas as the first assignment following completion of the program, regardless of cone.

Schedule:

8:30 a.m. to 5:00 p.m., Room F3333.
One week of optional leave in December.

Dates:

Begin	End	Length	Section
FY 03			
09/08/03	05/15/04	36 weeks	0001

Minimum/Maximum: 20/30

Tuition: \$30,590

CORPORATE PRACTICUM

Course Code PE265

Graduates of the nine-month economics course, Economic and Commercial Studies (PE250), may apply for a follow-on four- to six-week assignment to a major U.S. company where they become more familiar with international business operations and gain a better understanding of how Foreign Service Officers can further U.S. commercial interests. Companies hosting officers vary each year but have included Boeing, GE, IBM, Lilly, Northrop-Grumman, and Motorola.

OPM Competencies Addressed:

- ✓ Creativity and Innovation
- ✓ External Awareness
- ✓ Problem-Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Information Gathering and Analysis
- ✓ Teamwork
- ✓ Technical Skills

Audience:

Course is available as immediate follow-on training to graduates of the Economic and Commercial Studies Program.

Prerequisite:

Current Economic and Commercial Studies (PE250) graduate.

Dates:

FY 03
June/July (exact dates negotiated with hosting corporation).

Minimum/Maximum: 1/20

Tuition: \$3,400

ECONOMIC ISSUES

Course Code PE285

This innovative three-week course is designed especially for non-economic officers but is also open to economic officers who need to refresh dated training. The course uses a case study/workshop approach to teach economics through work on the Asian currency crisis, WTO trade disputes, transition problems in NIS and Eastern European countries, and other current issues.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Problem-Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Information Gathering and Analysis

Audience:

Foreign Service Officers in the Administrative, Consular, Political, or Public Diplomacy cones and Civil Service

employees from Department of State and other agencies who are assigned to positions requiring understanding of international economic issues.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m., Room F3333.

Dates:

Begin	End	Length	Section
FY 03			
07/07/03	07/25/03	3 weeks	0001

Minimum/Maximum: 15/30

Tuition: \$2,550

FSN ECONOMIC TRAINING

Course Code PE220

This two-week course helps economic Foreign Service Nationals define more ways to add value to their sections and to improve their contribution to the embassy mission by upgrading job-related skills. Course includes four half-days of consultations with end-users.

Participants learn to:

- Gain a clear idea of U.S. foreign policy priorities in their countries.
- Sharpen interviewing, drafting, and briefing skills.
- Learn to use Excel and several databases to upgrade their economic analysis skills.
- Explore the consequences of economic reform programs.

Audience:

Foreign Service Nationals serving in

economic sections. Two bureaus are invited to nominate FSNs each year and content is targeted on those bureaus.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Course will be held at the end of April 2003. An announcement cable will be sent at least two months prior to the start of the course. Students will be selected by the FSI based on nominations from the field.

Minimum/Maximum: 15/24

Tuition: \$1,700

POLITICAL/ECONOMIC TRADECRAFT

Course code PG140

This three-week course, featuring key elements from the Political Tradecraft and Economic Tradecraft courses, prepares officers for their first assignment to a joint Political/Economic section or a small post entailing both economic and political responsibilities. Emphasis is on the development of core skills.

Participants learn:

- Assessing and advocating U.S. policy goals as part of the strategic plan process.
- Reporting and analyzing of political, economic, and commercial trends.
- Integrating economic and political issues.
- Briefing, public speaking, note taking, and making demarches.
- Developing host-country contacts.
- Drafting cables and memoranda.

- Using Excel spreadsheets to present and analyze economic data.
- Understanding the current context of global issues such as narcotics, human and worker rights, refugees, environment, democratization, international crime, infectious disease, and economic competitiveness.

Much of the course material is related to each student's country of onward assignment. Course coordinators will utilize a combination of individual assignments and exercises, interactive exercises, case studies, panel presentations, and discussions.

FS Precepts Addressed

- ✓ Professional Responsiveness
- ✓ Persuasion and Negotiation
- ✓ Written Communication
- ✓ Oral Communication
- ✓ Problem Solving
- ✓ Job Information
- ✓ Technical Skills
- ✓ Critical Thinking

Audience:

Foreign Service Officers en route to their first political or economic assignment abroad.

Prerequisite:

None.

Schedule:

8:30 a.m. to 4:30 p.m.

Dates:

Begin FY 03	End	Length	Section
11/12/02	12/04/02	3 weeks	0001
01/06/03	01/24/03	3 weeks	0002
03/17/03	04/04/03	3 weeks	0003
05/12/03	05/30/03	3 weeks	0004
06/09/03	06/27/03	3 weeks	0005
06/23/03	07/11/03	3 weeks	0006
07/28/03	08/15/03	3 weeks	0007
09/02/03	09/19/03	3 weeks	0008

Minimum/Maximum: 10/30

Tuition: \$2,590

Commercial Training

AVIATION POLICY AND NEGOTIATION

Course Code PE130

This course provides an overview of international civil aviation issues for Foreign Service Officers.

Participants:

- Develop an understanding of the policy framework, regulatory structure, and economic characteristics of the international aviation industry.
- Become familiar with aviation terminology, the basic elements of bilateral civil aviation agreements, and the roles of major U.S. and foreign players in the aviation negotiation process.
- Consider methods of resolving differences, addressing practical problems, and dealing with international aviation and security issues.

For information call the Office of Aviation Programs and Policy (EB/TRA/AVP (202) 647-8001).

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Innovation
- ✓ Job Information

Audience:

Officers with civil aviation responsibilities in the Economic Bureau, on country desks, Officers and Foreign Service Nationals at posts with which the U.S. has a significant aviation relationship or a history of civil-air-related issues.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
07/14/03	07/16/03	3 days	0001

Minimum/Maximum: 10/25

Tuition: \$510

COMMERCIAL TRADECRAFT

Course Code PE125

This course prepares Foreign Service Officers to be more responsive and effective in providing assistance to U.S. businesses seeking advice, information, and support in the pursuit of trade and investment opportunities abroad. Through discussions and case studies led by successful private-sector exporters and experienced commercial specialists from the Department of Commerce and Department of State, participants learn how to set up and manage effective trade promotion programs and assist U.S. firms in seeking market access, developing markets, and participating in major projects. Special emphasis is placed on the challenges and opportunities at

embassies and consulates where there is no Department of Commerce presence.

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Information Gathering and Analysis
- ✓ Institutional Knowledge
- ✓ Job Information

Audience:

Strongly recommended for all economic officers, political officers, principal officers at small consulates, and for others assigned to positions that include responsibilities for assisting U.S. business.

Prerequisite:

Usually taken in conjunction with Political/Economic Tradecraft.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
01/27/03	01/31/03	1 week	0001
07/14/03	07/18/03	1 week	0002
08/04/03	08/08/03	1 week	0003

Minimum/Maximum: 10/25

Tuition: \$850

SENIOR COMMERCIAL COURSE

Course Code PE290

This two-day course for Ambassadors, DCMs and Principal Officers is designed to strengthen the ability of those in senior leadership positions to initiate and manage highly effective programs assisting U.S. business overseas.

FS Precepts Addressed:

- ✓ Innovation
- ✓ Job Information
- ✓ Knowledge of Foreign Cultures
- ✓ Management of Resources
- ✓ Professional Expertise

Audience:

Ambassadors, DCMs, and Principal Officers.

Prerequisite:

Offered as part of the Deputy Chief of Mission & Principal Officer Seminar (*see Leadership/Management*).

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
06/23/03	06/24/03	2 days	0001
07/28/03	07/29/03	2 days	0002

Minimum/Maximum: 10/25

Tuition: \$340

TELECOMMUNICATIONS INDUSTRY

Course Code PE131

This course provides an overview of the rapidly changing telecommunications environment, with emphasis on advancing technologies, market structures, regulatory environments, and promotion of U.S. industry.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Technical Credibility
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Innovation
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Technical Skills

Audience:

Economic and Commercial Officers working in the Economic Bureau, Civil Service economic analysts and Foreign Service Nationals at posts or on country desks where telecommunication issues are prominent.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
07/28/03	07/29/03	2 days	0001

Minimum/Maximum: 10/25

Tuition: \$340

**TRADE DISPUTE
RESOLUTION**

Course Code PE134

This two-day course uses case studies and expert trade negotiators to examine WTO and non-WTO approaches to dispute settlement. This course seeks to keep officers current on the increasingly technical nature of new trade dispute mechanisms.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Openness to Dissent
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

Foreign Service economic officers and Civil Service economic analysts in positions with trade policy portfolios.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Date:

Begin	End	Length	Section
FY 03			
07/17/03	07/18/03	2 days	0001

Minimum/Maximum: 10/25

Tuition: \$340

**TRADE AGREEMENT
IMPLEMENTATION**

Course Code PE222

This one-week course features training by experienced international trade lawyers and trade compliance experts on WTO core principles; elements of major trade agreements on apparel and textiles, services, Intellectual Property Rights (IPR), customs, government procurement, agriculture; U.S. trade law including antidumping, subsidies, CVDs, and safeguards; and techniques for effective monitoring and enforcement.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Openness to Dissent
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

Foreign Service economic officers and Civil Service economic analysts and Foreign Service Nationals in positions with trade policy portfolios.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
01/27/03	01/31/03	1 week	0001
05/05/03	05/09/03	1 week	0002
06/23/03	06/27/03	1 week	0003
07/28/03	08/01/03	1 week	0004
09/15/03	09/19/03	1 week	0005

Minimum/Maximum: 10/25**Tuition:** \$850**TRADE AND PROJECT FINANCE**

Course Code PE135

This two-day seminar focuses on trade finance options for U.S. exporters and innovative project finance in emerging markets using lecture/case study/workshop approaches.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Information Gathering and Analysis
- ✓ Innovation
- ✓ Job Information
- ✓ Problem Solving and Decision Making

Audience:

Officers with ESTH, energy, power sector, and commercial responsibilities in embassies, EB, country desks, and other agencies.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
To be determined.			

Minimum/Maximum: 10/25**Tuition:** \$510**INTELLECTUAL PROPERTY RIGHTS**

Course Code PE138

This course provides essential information on international treaties covering Intellectual Property Rights (IPR) and relevant U.S. legislation. Participants in this two-day course learn about the USG annual review of IPR practices around the world, implementing the WTO agreement on TRIPS (Trade Related Intellectual Property Rights) and other international agreements. Participants also examine U.S. copyright, patent and trademark practices and their application in protecting products in industries as diverse as publishing, electronics, and biotechnology.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Job Information
- ✓ Institutional Knowledge
- ✓ Professional Responsiveness
- ✓ Persuasion and Negotiation

Audience:

Foreign and Civil Service Officers, transferring to positions with responsibility for reporting and negotiating on IPR issues and counseling U.S. firms about host country policies towards IPR.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY03			
7/30/03	7/31/03	2 day	0001

Minimum/Maximum: 12/25

Tuition: \$170

Environmental And Resource Courses

COAL AND POWER TECHNOLOGY

Course Code PE137

This one-week course, held at the Federal Energy Technology Center in Pittsburgh, PA, introduces rapidly emerging technologies in the coal and power generation sectors, and discusses how they are increasing efficiency, reducing emissions, and driving down costs. Participants become familiar with the structure of the industry and the worldwide power market regulatory reform. Officers become better prepared to represent a wide range of USG commercial, economic, and environmental interests.

Offered in cooperation with the Energy and Natural Resources Division (EB/ESC/IEC/ENR, (202) 647-1925).

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Innovation
- ✓ Job Information

Audience:

Foreign and Civil Service Officers and Foreign Service Nationals assigned to policy and reporting positions with substantial responsibility for coal and power sector

issues in Washington or at posts with the potential for a considerable U.S. industry presence.

Prerequisite:

None.

Schedule:

One-week offsite to be held in Pittsburgh, PA.

Dates:

Begin	End	Length	Section
FY 03			
07/21/03	07/25/03	1 week	0001

Minimum/Maximum: 10/20

Tuition: \$850

ENVIRONMENT, SCIENCE, TECHNOLOGY AND HEALTH

Course Code PG562

This seminar provides ESTH tradecraft skills and addresses current ESTH issues that are important parts of foreign policy goals. Specific topics covered in recent courses have included bilateral and multilateral ESTH agreements; environmental security; biodiversity; climate change; marine resource management and pollution; technology and competitiveness; trade and environment; space cooperation; nuclear proliferation; health issues; and global positioning systems.

Offered in cooperation with the Bureau of Oceans and International Environmental and Scientific Affairs (OES/PCI, (202) 647-2958).

OPM Competencies Addressed:

- ✓ Technology Management
- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Vision

FS Precepts Addressed:

- ✓ Innovation
- ✓ Critical Thinking
- ✓ Job Information
- ✓ Professional Responsiveness
- ✓ Technical Skills
- ✓ Knowledge of Foreign Culture

Audience:

Strongly recommended for officers who hold or will assume positions in the OES bureau or managing environment, science, technology, and health issues abroad. Participants in other positions and agencies also are welcome.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin FY 03	End	Length	Section
06/23/03	06/27/03	1 week	0001
09/08/03	09/12/03	1 week	0002

Minimum/Maximum: 10/25

Tuition: \$850

TRADE AND ENVIRONMENT

Course Code PE291

This new one-day course exposes officers to the legal and political issues surrounding the trade and environment debate. Topics discussed include: fish subsidies; shrimp/turtle certification; tuna-dolphin conservation efforts; whale or salmon conservation issues; climate change; biotechnology food trade; logging subsidies; invasive species; WTO Committee on Trade and Environment (CTE); and United Nations Environment Program (UNEP).

OPM Competencies Addressed:

- ✓ Technology Management
- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Vision

FS Precepts Addressed:

- ✓ Innovation
- ✓ Critical Thinking
- ✓ Job Information
- ✓ Professional Responsiveness
- ✓ Technical Skills
- ✓ Knowledge of Foreign Culture

Audience:

Foreign or Civil Service officers with portfolio issues related to trade and environment.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin FY 03	End	Length	Section
06/20/03	06/20/03	1 day	0001

Minimum/Maximum: 10/25

Tuition: \$170

ESTH TRAINING FOR FSNs

Course Code PE221

This two-week Environment, Science, Technology, and Health course for Foreign Service Nationals emphasizes not only major ESTH policy objectives but also broader FSN tradecraft such as drafting, interviewing, and briefing skills. Intensive consultations with Washington ESTH players are integral to the course.

Participants:

- Enjoy an intensive round of consultations with end-users of their analysis and reporting.
- Gain a clear idea of U.S. ESTH policy priorities.
- Understand how these priorities fit into broader U.S. interests (National Security & Economic Prosperity).
- Sharpen interviewing, drafting, and briefing skills.
- Learn to set goals for their own time and work products.

Audience:

Foreign Service Nationals with ESTH portfolios.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

FY 03

This course was offered in May 2002. It will be offered again in spring or fall of

2004. An announcement cable will be sent at least two months prior to the start of the course. Students will be selected by the FSI based on nominations from the field.

Minimum/Maximum: 15/25

Tuition: \$1,700

PETROLEUM AND GAS INDUSTRY

Course Code PE127

Offered in cooperation with the Petroleum Equipment Suppliers' Association (PESA) and the Department of Energy, the course presents an overview of the energy industry from the industry's perspective. It is designed to increase energy-reporting officers' knowledge of the petroleum and gas industry and international issues of concern to U.S. industry executives.

OPM Competencies Addressed:

- ✓ Technology Management
- ✓ External Awareness
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Information Gathering and Analysis
- ✓ Job Information
- ✓ Professional Expertise

Audience:

Officers assigned to energy policy positions with substantial responsibility for oil and gas issues in Washington or at posts with the potential for a considerable U.S. industry presence. Open to participants from other agencies.

Prerequisite:

Concurrence of the Office of International Energy Policy (EB/ESC/IEC/ENR,

(202) 647-1486). If interested in attending this course, please contact the above office for special registration handling.

Schedule:

One week offsite in Houston, Texas.

Dates:

Begin FY 03	End	Length	Section
07/28/03	08/01/03	1 week	0001

Minimum/Maximum: 10/25

Tuition: \$850

**ALASKA FIELD
LABORATORY**

Course Code PE227

This advanced energy course builds on the extensive knowledge of the oil industry developed in the Oil & Gas course (PE127). It enhances participants' understanding of oil and gas environmental, transportation, regulatory, and financing issues, as well as the social and economic impact of oil and gas projects on overall development and with respect to indigenous peoples. These issues are central to the Department of State's worldwide engagement on energy policy.

OPM Competencies Addressed:

- ✓ Technology Management
- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Job Information
- ✓ Innovation
- ✓ Professional Responsiveness

Audience:

Officers assigned to positions with substantial responsibility for reporting and analyzing energy issues both in Washington and abroad. Open to participants from other agencies.

Prerequisite:

Successful completion of Petroleum and Gas Industry (PE127) and concurrence of the Office of International Energy Policy (EB/ESC/IEC/ENR, (202) 647-1486). If interested in attending this course, please contact the above office for special registration handling.

Schedule:

One-week offsite in Alaska.

Dates:

Begin FY 03	End	Length	Section
07/28/03	08/01/03	1 week	0001

Minimum/Maximum: 10/25

Tuition: \$850

RESOURCE REPORTING OFFICER TRAINING

Course Code PE103

This program is designed for officers with responsibility for analyzing and reporting on developments in key mineral sectors. The program prepares the participant to develop reliable and current information on the reserves/resources situation; the status of the mineral industry; and in-depth statistical and technical information on production, consumption, and trade in relevant mineral commodities in a region.

FS Concepts Addressed:

- ✓ Critical Thinking
- ✓ Innovation
- ✓ Institutional Knowledge
- ✓ Job Information

Audience:

Officers en route to Resource Reporting Officer positions.

Prerequisite:

Concurrence of the Office of International Commodities (EB/ESC/IEP/ICD, (202) 647-1590)

Schedule:

One-week consultations and lectures in Washington, followed by one-week offsite training in Denver, Colorado.

Dates:

Begin	End	Length	Section
FY 03			
07/07/03	07/18/03	2 weeks	0001

Minimum/Maximum: 2/5

Tuition: \$1,700



The FSI Office of the Registrar manages external training for all Department of State employees, whether bureau-funded or FSI-funded. See page 9 of this catalog for information and application procedures. Information about external training is also available on the FSI web page on the Department of State Intranet (OpenNet). Information about long-term training opportunities for Department of State employees is available on the HR web site (<http://web.hr.state.gov>) on OpenNet, under "Career Development."

HUMAN RESOURCE MANAGEMENT SPECIAL PROGRAMS

Courses designed to develop core competencies in the field of human resource management may be available through the External Training Program. These opportunities are announced in Department Notices and on the FSI Intranet web page. The courses selected vary, based on funds availability and need. Recent offerings provided under contract with the U.S. Department of Agriculture (USDA) National Capital Training Center include: Processing Personnel Actions, Basic Benefits for Personnelists, Basic Staffing and Placement, Basic/Advanced Position Classification, Pay Setting, Qualifications Analysis, and Merit System Principles. See your Bureau Training Officer or contact the FSI External Training Program for course availability and application procedures.

Audience:

HR professionals who are direct hire employees of the Department of State

Prerequisites:

Participants must be HR professionals. See the course announcement for any other prerequisites

Schedule:

As announced

Minimum/Maximum: 10/25

Tuition: No charge to Department of State employees. The FSI External Training Program funds this training.

LEADERSHIP POTENTIAL SEMINAR

Two-week residential seminar offered by the Office of Personnel Management (OPM) Management Development Center in Shepherdstown, WV. Emphasis is placed on developing basic core competencies for leadership, such as self-awareness, human relations, interpersonal skills, effective followership, leadership dynamics, and creative problem solving. Participants must be endorsed by their Bureau, and apply through their Bureau Training Officer.

Audience:

Foreign Service and Civil Service employees at the GS-11 level and above, or equivalent, who wish to increase their potential for success, or increase their effectiveness in their current position.

Prerequisite:

At least several courses offered by the FSI Leadership and Management School

Dates:

Subject to availability of funds, dates may be available throughout the year. See Department Notice for details.

SEMINAR FOR NEW MANAGERS- LEADING PEOPLE

Two-week residential seminar offered by the Office of Personnel Management (OPM) Management Development Center in Shepherdstown, WV. Computer-assisted scenarios, case studies, role plays, group exercises, and other adult learning methods are used to help participants develop skills in conflict resolution, customer service, managing diversity, problem solving, and communication. Participants must be endorsed by their Bureau, and apply through their Bureau Training Officer.

Audience:

Foreign Service and Civil Service employees at the GS-13 level and above, or equivalent, who wish to increase their potential for success, or increase their effectiveness in their current position.

Prerequisite:

At least several courses offered by the FSI Leadership and Management School.

Dates:

Subject to availability of funds, dates may be available throughout the year. See Department Notice for details.

MANAGEMENT DEVELOPMENT SEMINAR- LEADING ORGANIZATIONS

Managers bring live problems to this two-week residential seminar offered by the Office of Personnel Management (OPM) in Shepherdstown, WV. They use them to develop the skills and knowledge needed to deal more effectively with the rapidly changing federal environment. Learning techniques include practical exercises, activities and facilitated debriefings, and discussions and presentations with real-time feedback. Assessment instruments that provide 360-degree feedback are used.

Participants must be endorsed by their Bureau, and apply through their Bureau Training Officer.

Audience:

Foreign Service and Civil Service employees at the GS-13/14 level and above, or equivalent, who wish to increase their potential for success, or increase their effectiveness in their current position.

Prerequisite:

At least several courses offered by the FSI Leadership and Management School.

Dates:

Subject to availability of funds, dates may be available throughout the year. See Department Notice for details.

FSN Training

The Foreign Service National Training Program at FSI offers a variety of training opportunities for the development of core and specialized competencies for Foreign Service Nationals. Listed in this section are general courses and workshops, which are open to most FSNs across all disciplines. Several tradecraft courses are cross-referenced under their specific themes (Administrative, Consular, Economic & Commercial Affairs, Office Management, Political, and Public Diplomacy).

CUSTOMER-FOCUSED MANAGEMENT

Course Code PA249

This two-day overseas workshop is designed to provide basic customer-focused management skills for American and Foreign Service National employees. The workshop will provide skills, knowledge, and abilities needed to perform successfully in a customer-oriented environment at Foreign Service posts.

Participants learn to:

- Explain how performance standards are linked to the goals of the Strategic Plan and the Mission Performance Plan
- Identify internal and external customers
- Name the guidelines for dealing with angry customers
- Identify ways to manage customers' expectations
- Develop a customer questionnaire to determine customer needs
- Analyze a work process using total quality management tools

Prerequisite:

English at the 4/4 level

Schedule:

Regional Workshops will be announced via cable.

Dates:

To be determined

Minimum/Maximum: 15/20

Tuition: \$200

FSN SUPERVISORY SKILLS WORKSHOP

Course Code PA248

This five-day workshop is a basic supervisory and management course for Foreign Service National supervisors. The workshop will provide skills, knowledge and abilities that FSN Supervisors will need to perform their supervisory and management functions in a team-oriented environment at Foreign Service posts.

Participants learn to:

- Identify new Department management initiatives
- Identify Department and Foreign Affairs goals and objectives
- Explain the basic goals and principles of ICASS and to view ICASS as more than a financial management system
- Apply customer-focused management at their posts
- Apply the concepts and principles of process improvement
- Apply basic skills of effective supervision
- Anticipate and successfully manage change
- Assist employees by counseling and developing their potential
- Identify cross-cultural issues in supervision

- Introduce new skills back in the workplace by communicating successfully with their supervisor.

Audience:

All Foreign Service National supervisors.

Prerequisite:

English at the 4/4 level.

Schedule:

Workshops scheduled annually in each geographic region.

Dates:

To be determined.

Minimum/Maximum: 15/30

Tuition: \$730

**FSN SUPERVISORY SKILLS,
BEYOND THE BASICS**

Course Code PA259

This five-day workshop is designed as a follow-on course to Basic Supervisory Skills Workshop (PA248). This workshop builds upon concepts and materials covered in the first course while introducing new skills, knowledge, and techniques to further expand participants' skill base to perform supervisory and managerial functions.

Participants will learn to:

- Describe and apply basic project management techniques.
- Understand and demonstrate the basic supervisory responsibilities of requesting position descriptions.
- Utilize techniques for effective communication through coaching.
- Develop critical thinking and problem solving skills for resolving conflict situations.
- Develop skills in team development.

Audience:

All Foreign Service National supervisors.

Prerequisites:

FSN Basic Supervisory Skills Workshop (PA248) and English at the 4/4 level.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY00			
05/06/03	05/14/03	7 days	0001
06/03/03	06/11/03	7 days	0002

Minimum/Maximum: 15/20

Tuition: \$730

FSN ONLINE WRITING LAB (OWL)

Course Codes PY210D, PY211D, PY212D

These highly popular writing courses for the Department's Foreign Service National staff include intermediate and advanced writing courses that focus on grammar and vocabulary, as well as advanced writing courses that target writing and vocabulary development through learning about U.S. society and culture. OWL courses give FSN employees an opportunity to work at their desks on personalized lessons reflecting authentic writing requirements. Each course runs from two to three months in duration. The lessons require four to five hours of work per week, with at least one hour per week of the employee's time during work hours. These courses are conducted by e-mail. Internet access is not required.

All Embassy sections have the opportunity to nominate OWL participants in response to a cable solicitation which is usually sent out in late summer. More than 350 slots will be open to FSN trainees in Fiscal Year 2003. The Public Diplomacy training division will make final selections based on a balance of geographic and functional criteria.

Audience:

The OWL course is open to all Department of State non-native-English-speaking FSNs desiring to improve their writing skills, as follows:

PY210D, an intermediate writing course, is for FSNs whose reading and writing ability is between FSI 1+ and 2.

PY211D, a high intermediate/advanced writing course, is for FSNs whose reading and writing ability is between FSI 2 and 2+.

PY212D, an advanced/American Studies writing course, is for FSNs whose reading and writing ability is between FSI 2+ and 3, or higher.

Prerequisite:

None.

Schedule:

Courses generally begin in late October/early November and run for a year. Schedule is announced via worldwide cable to all posts.

Minimum/Maximum: 10/25 (each course)

Tuition: \$350

FSN WEB-BASED ENGLISH LANGUAGE TRAINING

NOTE: FSI Public Diplomacy Training Division offers Internet and Intranet-based independent English language study to all FSNs, through the "Grammar Lessons on the Web (GLOW)" web site. No permission, nomination, or enrollment procedure is required for any FSN to access the 30 self-graded grammar lessons on the OpenNet (DOS "Intranet") at <http://fsiweb.fsi.state.gov/spas/pdt/glow> or on the Internet at <http://www.tillyer.net.glow>.

FSN Administration Training

See also *Administration* for a full listing of courses open to FSNs.

ACCOUNTING, VOUCHERING & CERTIFICATION

Course Code PA216

See Administration

ADVANCED HUMAN RESOURCE MANAGEMENT WORKSHOP

Course Code PA234

See Administration

BASIC ADMINISTRATIVE MANAGEMENT

Course Code PA224

See Administration

BASIC NEPA RECORD KEEPING, OVERSEAS OPERATIONS

Course Code PA226

See Distance Learning

FINANCIAL MANAGEMENT FOR LOCALLY EMPLOYED STAFF

Course Code PA210

See Administration

FSN COMMERCIAL ACQUISITIONS

Course Code PA247

See Administration

FSN POSITION CLASSIFICATION AND COMPENSATION

Course Code PA232

See Administration

FSN TRANSPORTATION WORKSHOP

Course Code PA250

See Administration

HUMAN RESOURCE MANAGEMENT AT POST

Course Code PA236

See Administration

PRINCIPLES OF APPROPRIATION LAW

Course Code PA215

See Administration

FSN Consular Training

REGIONAL WORKSHOP FOR CONSULAR FSNS

Course Code PC106

See Consular Training

WORKSHOP FOR SENIOR NONIMMIGRANT VISA FSNS

Course Code PC121

See Consular Training

WORKSHOP FOR SENIOR AMERICAN CITIZEN SERVICES FSNS

Course Code PC122

See Consular Training

WORKSHOP FOR SENIOR IMMIGRANT VISA FSNS

Course Code PC123

See Consular Training

FSN Curriculum and Staff Development Training

BASIC FACILITATION AND DELIVERY SKILLS WORKSHOP

Course Code PD513

See Training Skills

TRAINING DESIGN WORKSHOP

Course Code PD512

See Training Skills

FSN Economic Training

FSN ECONOMIC TRAINING

Course Code PE220

See Economic and Commercial Affairs

ES&T TRAINING FOR FSNS

Course Code PE221

See Economic and Commercial Affairs

FSN Political Training

FSN POLITICAL TRAINING

Course Code PP217

See Political

FSN Public Diplomacy Training

FSN CURRENT ISSUES

Course Code PY205

See Public Diplomacy

FSN EXCHANGES PROGRAM

Course Code PY204

See Public Diplomacy

FSN INFORMATION/MEDIA PROGRAM

Course Code PY207

See Public Diplomacy

FSN INFORMATION RESOURCE CENTERS PROGRAM

Course Code PY206

See Public Diplomacy



GLOBAL ISSUES

Course Code PP510

For information call (703) 302-7184.

An intensive survey of the key contemporary global issues, using expert speakers from government, NGOs, and the private sector.

Participants learn:

- The changing issues on the global agenda and their impact on U.S. policy priorities.
- The complex linkages between global, multilateral, regional, and bilateral issues.
- The special challenges of emerging global issues, such as environment, climate change, democracy, human rights, religious freedom, labor standards, population questions, refugees, terrorism, non-proliferation, international crime and narcotics.
- How to gather information from open sources on these issues.
- How to work with Non-governmental organizations and build networks.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Innovation
- ✓ Job Information

Audience:

Foreign Service and Civil Service, national security personnel, or others who work on any of the above or similar and related "global" issues, or who want to broaden their understanding of these new issues. The class is open to officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through 1; GS-9 through 15; FP-4 through 1 or military equivalent. Senior officers are also welcome.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
02/12/03	02/14/03	3 days	0001
09/22/03	09/24/03	3 days	0002

Minimum/Maximum: 15/25**Tuition:** \$420**HUMAN RIGHTS IN THE FOREIGN POLICY PROCESS**

Course Code PP507

For information call (703) 302-7184.

A one-day seminar covering current topics on human rights and U.S. foreign policy. Offered in coordination with the Bureau of Democracy, Human Rights and Labor (DRL).

Participants learn:

- The objectives and activities of the U.S. government, international organizations, and NGOs that promote human rights.
- Congressional perspectives.
- Competing priorities in national and international politics of human rights, and programs promoting democracy and the rule of law.
- The complex linkages between global, multilateral, regional, and bilateral issues.
- How to gather information from open sources on these issues, how to work with Non-governmental organizations and build networks.

OPM Competencies Addressed:

- ✓ Cultural Awareness
- ✓ External Awareness
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Job Information
- ✓ Critical Thinking
- ✓ Cultural Awareness

Audience:

Mid- and senior-level Foreign Service officers and Civil Service employees who have human rights responsibility, or who follow human rights issues. This course is offered as a separate middle day segment of the September session of Global Issues (PP510). So if you need to learn more about the Human Rights component of Global Issues but can only devote one day to a course, this is the one. The course is open to officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through 1; GS-9 through 15; FP-4 through 1 or military equivalent. Senior officers are also welcome.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
09/23/03	09/23/03	1 day	001

Minimum/Maximum: 15/25

Tuition: \$140

INL ORIENTATION WORKSHOP

Course code PP218

This is an intensive overview of the international counternarcotics and crime portfolio. Course design includes a combination of program and policy briefings as well as practical hands-on exercises for managing a multi-faceted project.

Participants learn to:

- Understand and implement policy in the area of international counter narcotics and crime.
- Develop and negotiate Letters of Agreement.
- Manage a bilateral project.
- Coordinate with other USG agencies in international counter narcotics and crime.

Enrollment must be pre-approved by INL. Questions to INL/RM at (202) 776-8767.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

This course is for employees who will serve in positions in the Bureau of International Narcotics and Law Enforcement Affairs (INL) in Washington and for those who will carry the INL portfolio at posts abroad.

Schedule:

9:00 a.m. to 4:00 p.m. Offered once a year.

Dates:

Begin	End	Length	Section
FY 03			
07/14/03	07/18/03	1 week	001

Minimum/Maximum: 8/25

Tuition: \$700

INTERNATIONAL CONFLICT: PEACE OPERATIONS

Course Code PP514

For information call (703) 302-7184.

A seminar and workshop on how the U.S. uses peace operations to respond to and manage a wide range of international conflict situations, including a review of lessons learned and future plans. Please note that this is a companion course to International Conflict: Diplomacy (PP517) which focuses more on preventive diplomacy. Indeed, the first day of this course will overlap with the last day of the diplomacy course and students from both courses will take part in joint exercises and simulations. Officials are encouraged to enroll in both courses and receive a full, concentrated week of training on the range of U.S. responses to conflict situations.

Participants learn:

- How to analyze international conflicts, gather information and network.
- About the evolution of U.S. policy, including funding issues.
- Practical lessons from actual peace operations, including those conducted under United Nations authority and by other international groupings.
- Differing interagency perceptions and approaches.
- Budget issues related to Peace Operations.
- Congressional perspectives.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

For Foreign Service, Civil Service, military personnel or other officials whose work may include responsibility for peace operations, or who expect to serve in regions where peace operations are underway. The class is open to officers and staff of the Department of State, AID, DoD and other agencies. Grades F-3 through 1; GS-9 through FP-4 through 1 or military equivalent. Senior officers are also welcome.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates

Begin	End	Length	Section
FY 03			
05/21/03	05/23/03	3 days	0001

Minimum/Maximum: 15/25

Tuition: \$420

INTERNATIONAL CONFLICT: DIPLOMACY

Course Code PP517

For information call (703) 302-7184.

A seminar and workshop, using case studies, simulations, and other interactive methods and tools available to U.S. officials to analyze, prevent, and resolve a wide range of international conflict situations. This course will focus more on preventive diplomacy and post-conflict options than in its companion course on International Conflict: Peace Operations (PP514) which focuses more on conflict management. Indeed, the last day of this course will overlap with the first day of the Peace Operations course and students from both courses will take part in joint exercises and simulations. Officials are encouraged to enroll in both courses and receive a full,

concentrated week of training on the range of U.S. responses to conflict situations.

Participants learn:

- How to analyze stages of international conflicts including impact on U.S. interests.
- How to gather information and network.
- How to use practical tools to help prevent, manage, and resolve conflicts.
- Differing interagency perceptions and approaches.
- About the evolution of U.S. policy, including funding issues.
- Congressional and Non-governmental organization perspectives.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

For Foreign Service, Civil Service, national security personnel or others whose work may include responsibility for difficult international conflict situations affecting U.S. interests. The class is open to officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through I; GS-9 through 15; FP-4 through 1 or military equivalent. Senior officers are also welcome.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
05/19/03	05/21/03	3 days	0001

Minimum/Maximum: 15/25

Tuition: \$420

**INTERNATIONAL CONFLICT WORKSHOP:
PREVENTION TO INTERVENTION**

Course Code PP519

For information call (703) 302-7184.

A week-long seminar and workshop, using case studies, simulations, and other interactive methods and tools available to U.S. officials to analyze, prevent, resolve, and manage a wide range of international conflict situations. This course combines International Conflict: Diplomacy (PP517) with International Conflict: Peace Operations (PP514). In the third day of this combined course, students who have signed up for either of these courses will take part in joint exercises and simulations. Officials are encouraged to enroll in this combined course and receive a full, concentrated week of training to develop skills related to a wide range of U.S. responses to conflict situations.

Participants learn:

- How to analyze stages of international conflicts including impact on U.S. interests.
- How to gather information and network.
- How to use practical tools to help prevent, manage, and resolve conflicts.
- Differing interagency perceptions and approaches.
- About the evolution of U.S. policy, including funding issues.
- Congressional and Non-governmental organization perspectives.

- Practical lessons from actual peace operations, including those conducted under United Nations authority and by other international groupings.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

For Foreign Service, Civil Service, national security personnel or others whose work may include responsibility for difficult international conflict situations affecting U.S. interests. This workshop is open to officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through 1; GS-9 through 15; FP-4 through 1 or military equivalent. Senior officers are also welcome.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
05/19/03	05/23/03	5 days	0001

Minimum/Maximum: 15/25

Tuition: \$700

INTERNATIONAL TERRORISM: UNDERSTANDING THE THREAT AND FORMULATING A RESPONSE

Course Code PP521

For information call (703) 302-7184.

This three-day seminar is designed for mid-level officers from the Department of State and other agencies with an interest in the phenomenon of international terrorism and its impact on U.S. foreign policy, particularly given the post-September 11 environment. Through the use of experienced speakers (both governmental and NGO), case studies and gaming exercises, the course will explore practical ways national security policy makers and officers going to the field can counter the threat of international terrorism. The courses and material will focus on both the theoretical, e.g., understanding the causes of terrorism and the mind and the motivation of the terrorist, and the operational, e.g., building coalitions, enhancing national and international cooperation, and controlling the flow of finances across international borders.

Participants learn:

- To understand the mind, motivation, and the method of the terrorist.
- To understand the different causes of international terrorism.
- How U.S. policy makers develop and implement counter-terrorism strategies.
- How to coordinate different agency agendas in combating terrorism.
- How to work effectively in building and coordinating an international coalition.

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Problem Solving and Decision Making
- ✓ Persuasion and Negotiation
- ✓ Professional Expertise
- ✓ Technical Skills

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

Audience:

For Foreign Service, Civil Service, national security personnel or others whose work may include responsibility for countering international terrorism. This workshop is open to officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through 1; GS-9 through 15; FP-4 through 1 or military equivalent. Senior officers are also welcome.

Schedule:

9:00 a.m. to 4:00 p.m.

Clearance:

SECRET

Clearance must be indicated on training form.

Dates:

Begin	End	Length	Section
FY03			
03/12/03	03/14/03	3 days	0001

Minimum/Maximum: 15/25

Tuition: \$420

LABOR OFFICER SKILLS

Course Code PL103

A comprehensive review of the skills and knowledge required to serve as labor attaches and labor reporting officers at U.S. missions overseas.

Participants learn:

- Duties of the labor officer, including worker rights and labor sector reporting.
- Major labor-management issues in the U.S.
- History, structure, and current concerns of the U.S. labor movement.
- International labor issues and fora.

For information contact DRL/LEA at (202) 647-0342.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Influencing/Negotiating
- ✓ Political Savvy
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

Officers assigned to labor attaché or labor reporting positions overseas.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
07/07/03	07/25/03	3 weeks	0001

Minimum/Maximum: 10/25

Tuition: \$2,100

LABOR RIGHTS REPORTING

Course Code PL104

An intensive, one-day review of required reporting on workers' rights and associated issues, offered in coordination with the Bureau of Democracy, Human Rights and Labor (DRL).

Participants learn:

- The legislative requirements for reporting on workers' rights.
- Linkages between labor standards and trade legislation.
- The role of the International Labor Organization in the maintenance of labor standards.
- Sources and standards that contribute to effective workers' rights reporting.

For information contact DRL/LEA at (202) 647-0342.

OPM Competencies Addressed:

✓ External Awareness

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Professional Expertise

Audience:

This course is presented in conjunction with the three-week basic Labor Officer Skills Course (PL103). It is for officers with specific labor rights reporting responsibilities, or who will oversee preparation of such reports but do not need the three-week course.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
07/11/03	07/11/03	1 day	0001

Minimum/Maximum: 10/15

Tuition: \$140

MULTILATERAL DIPLOMACY

Course Code PP211

For information call (703) 302-7184.

A workshop that uses practical exercises, simulations, and examples from recent U.S. experience to prepare participants for work with international organizations, or for serving as a U.S. delegate to a multilateral meeting.

Participants learn:

- How the U.S. government organizes itself for multilateral work.
- Key U.S. policy priorities in the multilateral diplomatic arena.
- What to expect as typical daily routine in various types of multilateral work.
- To improve skills for tasks common to multilateral diplomatic work (such as negotiating consensus texts and working with rules of procedures integral to multilateral meetings).

OPM Competencies Addressed:

- ✓ Influencing/Negotiating
- ✓ Interpersonal Skills
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Interpersonal Skills
- ✓ Job Information
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making

Audience:

Recommended for anyone newly assigned to a position that involves international organizations or meetings. The workshop is for officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through 1, GS-9 through 15, FP-4 through 1 or military equivalent. Senior officers are also welcome.

GLOBAL AND MULTILATERAL ISSUES

Schedule:

9:00 a.m. to 4:15 p.m.

Dates:

Begin	End	Length	Section
FY 03			
02/10/03	02/12/03	3 days	0001
08/06/03	08/08/03	3 days	0002

Minimum/Maximum: 15/25

Tuition: \$420



**CAREER BUILDERS:
COMMUNICATION SKILLS**

Course Code PK209

See Interpersonal

**CIVIL SERVICE OFFICE SUPPORT
PROFESSIONAL PROGRAM**

Course Code PK206

See Office Management

CUSTOMER SERVICE TRAINING

Course Code PA143

See Administration

**JOB SAVVY: SKILLS FOR
WORKPLACE SUCCESS**

Course Code PK146

See Interpersonal

**MANAGING CUSTOMER
SERVICE TRAINING**

Course Code PA123

See Administration

NEW WAYS TO PROBLEM SOLVE

Course Code PK330

See Office Management

PATHWAYS TO SUCCESS

Course Code PK111

See Office Management

**PROFESSIONAL DEVELOPMENT
SEMINAR FOR FOREIGN SERVICE
OFFICE MANAGEMENT
SPECIALISTS**

Course Code PK302

See Office Management



GENERAL INFORMATION

The Domestic Programs

FSI language training aims to prepare individuals to live and work effectively overseas. A variety of programs is offered, tailored to the needs of various professional specialties within the Department and the foreign affairs community. Programs range in length from a few weeks to two years. Some language programs are part-time; most are full-time. Some programs aim at developing a broad proficiency in the language, while others are focused on specific tasks in situations likely to be encountered overseas.

The Overseas Programs – The Field Schools

FSI offers overseas training programs in Arabic, Chinese, Japanese, and Korean. The advanced Chinese program is under the auspices of the American Institute of Taiwan; the others are FSI-operated field schools.

The goal of these programs is to enable students to progress from S/R-2 to S/R-3 or beyond. An advanced area studies component is included, as well as field trips and special assignments to promote extramural language usage. Classes are kept as small as resources permit.

Distance Learning

Online courses (through the Department of State's OpenNet or via Internet for third party courses) are offered in beginning German, Greek, and Korean and in advanced reading for French, Portuguese, Russian, and Spanish. (Other languages are under development.) Online courses make it possible to begin or continue language study at post. These courses have content similar to traditional language classes, and students participate through a variety of

computer interactive exercises. Students work at their own pace, 8-15 hours per week at times convenient to them, under the guidance of a teacher/mentor. Communication takes place via e-mail, bulletin board, recorded audio, fax, and/or phone. Online learning requires strong computer skills, disciplined work habits, and effective time management.

Out and About

A new series of interactive multimedia programs, called *Out and About in [City]*, introduce newcomers at post to the local linguistic and cultural environment. The software, delivered on CD-ROM, is designed specifically for posts with difficult languages and large U.S. Government populations. Current titles include *Out and About in Athens, Beijing, Moscow and Tokyo*. Upcoming titles add *Out and About in Bangkok, Cairo, Kiev, and St. Petersburg*, with more cities on the way.

The Right Course

It is very important that employees be enrolled in the language program that best addresses their needs. Please read carefully the course descriptions that follow; additional information can be obtained by calling the Language Training Supervisor of the language in question, or (703) 302-7242.

The Length of Training

Most FSI language programs are of a specified length, such as the F.A.S.T. (Familiarization and Short-Term) courses, which typically are eight weeks. In some cases, the length of the training assignment is determined by the learner's starting proficiency, the desired ending proficiency, the difficulty of the language, and the learner's rate of progress.

When to Start Training

Beginners: Individuals with little or no prior knowledge of the language should register to begin training on one of the established start-dates. Consult the *Quick Reference* calendars for the language and program in question.

Non-beginners: Individuals with prior proficiency in the language should register on a date when they can join an existing class. Consequently, determining the start-date for a non-beginner involves consultation with the Language Training Supervisor for that language.

Tuition

All agencies share the cost of FSI language training. Agencies other than State do so through the payment of tuition. Current rates appear in the back of this catalog. Questions about tuition rates should be directed to the FSI Budget Office at (703) 302-7283.

Full-time Training

Most FSI language programs, except distance learning, involve instructor contact hours daily and additional time devoted to guided on-campus study, technology-assisted instruction, and some homework. Training is continuous, Monday through Friday, with, in general, alternate Wednesday afternoons off so that students may attend to personal or administrative matters. Faculty in-service training is scheduled on these "administrative afternoons" to the greatest extent possible.

Absences

Students who miss more than a few days for any reason will fall behind and may not be able to rejoin their class. For this reason, annual leave cannot be approved for those enrolled in full-time language courses.

Holidays

All Federal holidays are observed. There is no language training during the winter vacation. Agencies will not be billed for the vacation week.

December 24-31, 2003

December 24-31, 2004

December 26-January 2, 2005

Optional Leave Days

Around the Thanksgiving, July 4th, and spring break public school holidays, certain days may be designated as Optional Leave days, when students may attend classes, engage in self-study, or take annual leave by arrangement with their agency. Other Optional Leave days, if any, are announced at the beginning of the course.

Orientation

Students attend orientation sessions to the school and to the language on their first day of class. The *Guide for Language Students* and *Road Map* to a specific language program contain detailed administrative and course information.

REGISTRATION

Admissions decisions are made by the School of Language Studies in response to requests for training. Training requests are submitted to the FSI Office of the Registrar. For details of the registration procedure, see page 5.

The School of Language Studies endeavors to accommodate all legitimate training requests. Training capacities are finite, however, and not all training requests can be honored when and as requested. This is especially so in the case of low-volume languages. Consult with the School of Language Studies (703) 302-7242 regarding enrollment in those languages prior to registration. In all languages, the more lead-time the better.

To register for language training, one needs to provide a *course code* (which identifies the language and type of course), as well as *start-stop dates* and *the number of weeks* of training. The following pages provide this information.

Course Codes

Each FSI program has a unique designation known as a "course code." Course codes for language training have two parts: a three-letter *language code*, the letter "L" and a two letter language indicator (see page 204), followed by a three-digit *program code*. For example, "LGM100" is the course code for the "German BASIC course."

Program Codes

Code	Program
100	Basic Course: including "group of one" (as in low density languages)
101	Advanced Course
200	FAST Course
201	Refresher Course
300	Early Morning Course
401	Online Reading Maintenance Course
410	Online Introductory Course
420	"Express" Online Familiarization Course
700	Part-Time Tutorial (by special arrangement only)
800	Full-Time Tutorial (obligatory tutorial as distinct from a "group of one")
950	Field School - Overseas Programs



Language Codes

The language codes currently in use at FSI appear below. NOTE: Not every program is available in every language. Refer to the schedules listed with the Course Descriptions.

* Languages marked by an asterisk are taught by special arrangement only. Prospective students must consult with the School of Language Studies in advance at (703) 302-7242.

Code	Language
* LAA	Afrikaans
LAB	Albanian
* LAC	Amharic
LAE	Arabic (Egyptian)
LAD	Arabic (Modern Standard)
LRE	Armenian (Eastern)
LAX	Azerbaijani
LBN	Bengali
LBX	Bosnian
LBU	Bulgarian
LBV	Burmese
LCA	Cambodian (Khmer)
LCC	Chinese (Cantonese)
LCM	Chinese (Mandarin)
LHR	Croatian
LCX	Czech
LDA	Danish
LPG	Dari (Persian, Afghan)
LDU	Dutch
LES	Estonian
LPF	Farsi (Persian, Iranian)
LFI	Finnish
LFR	French
* LGG	Georgian
LGM	German
LGR	Greek
* LHC	Haitian Creole
LHE	Hebrew
LHI	Hindi
LHU	Hungarian
* LIC	Icelandic
LIN	Indonesian
LIT	Italian
LJA	Japanese

* LKE	Kazakh
LCA	Khmer (Cambodian)
LSW	Kiswahili (Swahili)
LKP	Korean
LKM	Kyrgyz
LIC	Lao
LLE	Latvian
LIT	Lithuanian
LMA	Macedonian
LML	Malay
LMV	Mongolian
LNE	Nepali
LNR	Norwegian
* LPU	Pashto
LPG	Persian, Afghan (Dari)
LPF	Persian, Iranian (Farsi)
LTB	Persian, Tajiki (Tajiki)
LTA	Pilipino (Tagalog)
LP	Polish
LPY	Portuguese
LRQ	Romanian
LRU	Russian
LSR	Serbian
* LSJ	Sinhala/Singhalese
LSK	Slovak
LSL	Slovenian
LQB	Spanish
LSW	Swahili (Kiswahili)
LSY	Swedish
LTA	Tagalog
LTB	Tajiki (Persian, Tajiki)
LTH	Thai
LTU	Turkish
LUB	Turkmen
LUK	Ukrainian
LUR	Urdu
LUX	Uzbek
LVS	Vietnamese
* LWH	Xhosa
* LXU	Zulu

COURSE DESCRIPTIONS

THE BASIC COURSES: LONG-TERM LANGUAGE & AREA STUDIES

Course Code L_100

BASIC courses are offered in over 60 languages. They are designed to enable learners to develop a general language proficiency, as well as specific communicative competencies required for their work. One half-day each week is devoted to advanced area studies to increase understanding of the country of assignment, its role in the region, and its relationship with the United States.

Most BASIC courses consist of an extensive core curriculum of speaking, reading, and listening practice, with accommodation to individual jobs, and individual learning styles. BASIC courses involve a mix of live instruction in small groups, study guidance, educational technology support, homework, and extramural activities. The best available textbooks and reference books are used; many developed by the FSI faculty. BASIC courses make use of resources available through the Voice of America, SCOLA satellite TV, the International Channel, and the World Wide Web. Where available, commercial multimedia programs are integrated with classroom study.

Many BASIC courses now make use of special scheduling and teaching activities aimed at accelerating and personalizing the training experience. Programs employing the Accelerated Personalized Training (APT) model are characterized by a higher degree of involvement by learners in determining how best to prepare for the linguistic tasks overseas, how to make the most efficient use of their abilities and language study time, and how to continue language learning after training.

Proficiency expectations, course duration, and language category: BASIC courses are sometimes referred to by their duration or their proficiency goals. Actual enrollment durations may vary, since shorter enrollments are appropriate for non-beginners. In other cases, additional time may be required to meet the desired end-of-training proficiency level. Consult the Language Training Supervisor directly, or the School of Language Studies at (703) 302-7242.

Following are the traditional State Department language categories and expectations:

"World Languages": Romance and Germanic

S-3/R-3 Objective:

24 Weeks - French, Italian, Portuguese, Romanian, Spanish

23 Weeks - Danish, Norwegian, Swedish

30 Weeks - German

For S-2/R-2 Objective, consult the Language Training Supervisor

"Hard Languages": All others *except* Arabic, Chinese (Cantonese and Mandarin), Japanese, and Korean

S-3/R-3 Objective: 44 Weeks

(Indonesian, Malay, Swahili: 36 weeks)

S-2/R-2 Objective: 23 Weeks

"Super-hard Languages": Arabic, Chinese (Cantonese and Mandarin), Japanese, and Korean

S-3/R-3 Objective: 88 Weeks

(See Overseas Advanced Training - The Field Schools)

(2nd Year Cantonese is only offered in Washington)

S-2/R-2 Objective: 44 Weeks

S-2/R-0 Objective: 23 Weeks

Participants learn to:

- Converse with native speakers in a wide variety of situations: professional, social, and daily-life.
- Understand language as spoken among native speakers and on the broadcast media.
- Read official documents and the print media.
- Perform job-related tasks involving the use of the language.
- Develop self-reliance as language learners.

Audience:

Executive Branch employees assigned by their agencies for *long-term* language studies in preparation for an overseas assignment. Accompanying family members who are 18 years or older are admitted on a space available basis. Beginners of all ranks whose training time is limited to eight weeks or less should enroll in the F.A.S.T. course rather than the BASIC course (see pages 213-214).

Schedule:

Training is generally between the hours of 7:30 a.m. and 6:30 p.m., Monday through Friday, except for federal holidays. Some classes may begin as early as 7:30 a.m. or as late as 1:00 p.m. and may end as late as 6:30 p.m. No annual leave is authorized during a full-time language training assignment. Scheduled start dates for courses appear in the following *Quick Reference* guides. Non-beginners should consult with the Language Training Supervisor of the language in question or call (703) 302-7242.

Tuition:

\$880 per student-week for an individual enrollment. Multiple enrollments, that is two or more students from the same agency enrolled on the same date in the same language at the same level, are charged at a reduced rate of \$580 per student week. (Hourly rate for specially arranged individual part-time or full-time tutorial is \$63/hour.)

BASIC COURSES Quick Reference Start Dates

FRENCH, SPANISH, ITALIAN and PORTUGUESE BASIC (24 weeks)

11/04/02 → 04/25/03

02/24/03 → 08/06/03

03/31/03 → 09/12/03

04/28/03 → 10/10/03

05/27/03 → 11/07/03

07/07/03 → 12/19/03

09/02/03 → 02/20/04

11/03/03 → 04/23/04

02/23/04 → 08/06/04

03/29/04 → 09/10/04

04/26/04 → 10/08/04

05/24/04 → 11/05/04

07/06/04 → 12/17/04

09/07/04 → 02/25/05

BASIC COURSES Quick Reference Start Dates

GERMAN BASIC (24 or 30 weeks)

11/04/02 → 04/25/03

11/04/02 → 06/06/03

02/24/03 → 08/08/03

02/24/03 → 09/19/03

05/27/03 → 11/07/03

05/27/03 → 12/19/03

09/02/03 → 02/20/04

09/02/03 → 04/02/04

11/03/03 → 04/23/04

11/03/03 → 06/04/04

02/23/04 → 08/06/04

02/23/04 → 09/17/04

05/24/04 → 11/05/04

05/24/04 → 12/17/04

09/07/04 → 02/25/05

09/07/04 → 04/08/05

BASIC COURSES Quick Reference Start Dates

ALL OTHER LANGUAGES BASIC (23, 24, 44 or 36 week)

Two Starts per year

02/24/03 → 08/01/03

09/02/03 → 02/13/04

09/02/03 → 02/20/04

09/02/03 → 05/14/04*

09/02/03 → 07/09/04

02/23/04 → 07/30/04

09/07/04 → 02/18/05

09/07/04 → 02/25/05

09/07/04 → 05/20/05*

09/07/04 → 07/15/05

*Indonesian, Malay and Swahili only

THE F.A.S.T. COURSES:

FRENCH and SPANISH F.A.S.T. (7-8 weeks)

11/04/02 → 12/20/02

02/24/03 → 04/18/03

03/31/03 → 05/23/03

04/28/03 → 06/20/03

05/27/03 → 07/18/03

07/07/03 → 08/22/03

09/02/03 → 10/24/03

11/03/03 → 12/19/03

02/23/04 → 04/16/04

03/29/04 → 05/21/04

04/26/04 → 06/18/04

05/24/04 → 07/16/04

07/06/04 → 08/20/04

09/07/04 → 10/29/04

THE F.A.S.T. COURSES:

ITALIAN and PORTUGUESE F.A.S.T. (7-8 weeks)

11/04/02 → 12/20/02

02/24/03 → 04/18/03

03/31/03 → 05/23/03

05/27/03 → 07/18/03

07/07/03 → 08/22/03

09/02/03 → 10/24/03

11/03/03 → 12/19/03

02/23/04 → 04/15/04

03/29/04 → 05/21/04

05/24/04 → 07/16/04

07/06/04 → 08/20/04

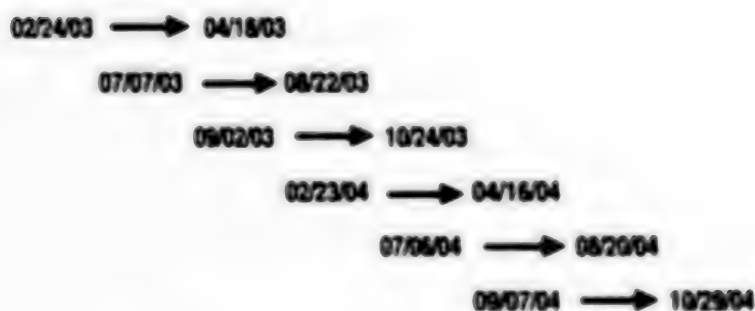
09/07/04 → 10/29/04

THE F.A.S.T. COURSES:

RUSSIAN and GERMAN F.A.S.T.



ALL OTHER LANGUAGES F.A.S.T.



1. FRENCH, SPANISH, ITALIAN, and PORTUGUESE BASIC

Dates:			
Begin	End	Length	Section
FY 03			
11/04/02	04/25/03	24 weeks	0001
02/24/03	06/06/03	24 weeks	0002
03/31/03	09/12/03	24 weeks	0003
04/28/03	10/10/03	24 weeks	0004
05/27/03	11/07/03	24 weeks	0005
07/07/03	12/19/03	24 weeks	0006
09/02/03	02/20/04	24 weeks	0007
FY 04			
11/03/03	04/23/04	24 weeks	0001
02/23/04	06/06/04	24 weeks	0002
03/29/04	09/10/04	24 weeks	0003
04/26/04	10/08/04	24 weeks	0004
05/24/04	11/05/04	24 weeks	0005
07/06/04	12/17/04	24 weeks	0006
09/07/04	02/25/05	24 weeks	0007

2. GERMAN BASIC

Dates:			
Begin	End	Length	Section
FY 03			
11/04/02	04/25/03	24 weeks	0001
11/04/02	06/06/03	30 weeks	0002
02/24/03	06/06/03	24 weeks	0003
02/24/03	09/19/03	30 weeks	0004
05/27/03	11/07/03	24 weeks	0005
05/27/03	12/19/03	30 weeks	0006
09/02/03	02/20/04	24 weeks	0007
09/02/03	04/02/04	30 weeks	0008
FY 04			
11/03/03	04/23/04	24 weeks	0001
11/03/03	06/04/04	30 weeks	0002
02/23/04	06/06/04	24 weeks	0003
02/23/04	09/17/04	30 weeks	0004
05/24/04	11/05/04	24 weeks	0005
05/24/04	12/17/04	30 weeks	0006
09/07/04	02/25/05	24 weeks	0007
09/07/04	04/08/05	30 weeks	0008

3. ALL OTHER LANGUAGES BASIC

Two Starts per year

Dates:			
Begin	End	Length	Section
FY 03			
02/24/03	06/01/03	23 weeks	0001
09/02/03	02/13/04	23 weeks	0002
09/02/03	02/20/04	24 weeks	0003
09/02/03	07/09/04	44 weeks	0004
09/02/03	05/14/04	36 weeks	0005*
FY 04			
02/23/04	07/30/04	23 weeks	0001
09/07/04	02/18/05	23 weeks	0002
09/07/04	02/25/05	24 weeks	0003
09/07/04	07/15/05	44 weeks	0004
09/07/04	05/20/05	36 weeks	0005*

*Indonesian, Malay and Swahili only

THE F.A.S.T. COURSES: FAMILIARIZATION & SHORT- TERM LANGUAGE STUDIES

Course Code ... 30

F.A.S.T. courses are designed for beginners with a training opportunity of two months or less. As such, F.A.S.T. courses are appropriate for Executive Branch employees of all ranks and assignments, as well as for family members. Training is full-time and intensive. Lessons are derived from situations likely to be encountered overseas in a particular locale. F.A.S.T. training is preparation for getting things done despite linguistic disadvantages, by making use of essential language and cultural knowledge. Because the F.A.S.T. courses are very brief, the aim is situational readiness rather than an S/R rating; end-of-training proficiency tests are voluntary.

Participants learn to:

- Express needs and obtain services.
- Get information and deal with emergencies.
- Cope with native speakers.
- Engage in everyday social conversation.
- Use the telephone.

Audience:

Executive Branch employees of all ranks assigned by their agencies for *short-term* language studies in preparation for an overseas assignment. For beginners or near beginners only. Accompanying family members 18 years or older may be admitted on a space available basis.

Schedule:

Courses are of seven or eight weeks duration. They begin on start-dates shown in the schedules. Training is full-time, generally between the hours of 7:30 a.m. and 6:30 p.m., Monday through Friday.

Tuition:

\$800 per student-week for an individual enrollment. Multiple enrollments, that is two or more students from the same agency enrolled on the same date in the same language at the same level, are charged at a reduced rate of \$580 per student week. (Hourly rate for specially arranged individual part-time or full-time tutorial is \$63/hour.)

1. FRENCH and SPANISH F.A.S.T.**Dates:**

Begin	End	Length	Section
FY 03			
11/04/02	12/20/02	7 weeks	0001
02/24/03	04/18/03	8 weeks	0002
03/31/03	05/23/03	8 weeks	0003
04/28/03	06/20/03	8 weeks	0004
05/27/03	07/18/03	8 weeks	0005
07/07/03	08/22/03	7 weeks	0006
09/02/03	10/24/03	8 weeks	0007
FY 04			
11/03/03	12/19/03	7 weeks	0001
02/23/04	04/16/04	8 weeks	0002
03/29/04	05/21/04	8 weeks	0003
04/26/04	06/18/04	8 weeks	0004
05/24/04	07/16/04	8 weeks	0005
07/06/04	08/20/04	7 weeks	0006
09/07/04	10/29/04	8 weeks	0007

2. ITALIAN and PORTUGUESE F.A.S.T.**Dates:**

Begin	End	Length	Section
FY 03			
11/04/02	12/20/02	7 weeks	0001
02/24/03	04/18/03	8 weeks	0002
03/31/03	05/23/03	8 weeks	0003
05/27/03	07/18/03	8 weeks	0004
07/07/03	08/22/03	7 weeks	0005
09/02/03	10/24/03	8 weeks	0006
FY 04			
11/03/03	12/19/03	7 weeks	0001
02/23/04	04/16/04	8 weeks	0002
03/29/04	05/21/04	8 weeks	0003
05/24/04	07/16/04	8 weeks	0004
07/06/04	08/20/04	7 weeks	0005
09/07/04	10/29/04	8 weeks	0006

3. RUSSIAN and GERMAN F.A.S.T.**Dates:**

Begin	End	Length	Section
FY 03			
11/04/02	12/20/02	7 weeks	0001
02/24/03	04/18/03	8 weeks	0002
07/07/03	08/22/03	7 weeks	0003
09/02/03	10/24/03	8 weeks	0004
FY 04			
11/03/03	12/19/03	7 weeks	0001
02/23/04	04/16/04	8 weeks	0002
07/06/04	08/20/04	7 weeks	0003
09/07/04	10/29/04	8 weeks	0004

4. ALL OTHER LANGUAGES F.A.S.T.**Dates:**

Begin	End	Length	Section
FY 03			
02/24/03	04/18/03	8 weeks	0001
07/07/03	08/22/03	7 weeks	0002
09/02/03	10/24/03	8 weeks	0003
FY 04			
02/23/04	04/16/04	8 weeks	0001
07/06/04	08/20/04	7 weeks	0002
09/07/04	10/29/04	8 weeks	0003

THE EARLY MORNING COURSES

Course Code 300

Early Morning Training (7:30-8:40 a.m.) is intended for Executive Branch employees or Eligible Family Members who have or will have a job-related need for language proficiency but whose assignment to full-time training is problematic. Training is offered in several languages during two 17-week semesters.

As of the date of this catalog, Early Morning Training is offered in **Arabic, Chinese (Mandarin), French, German, Italian, Japanese, Portuguese, Russian and Spanish**. See the FSI web page for registration information.

Participants learn to:

- Participate with native speakers in social situations.
- Understand language as spoken among native speakers and on the broadcast media.
- Perform job-related tasks involving the use of the language.

Audience:

Classes are limited to six students per class, and there must be three applicants at the same or about the same proficiency level in a language to justify starting a class. Family members 18 years or older may be admitted on a space available basis.

Schedule:

Training is *part-time*, with classes meeting from 7:30-8:40 a.m., Monday through Friday, at either the Shultz Center or at the Harry S. Truman building.

Dates:

Begin FY 03	End	Length	Section
02/18/03	06/13/03	17 weeks	0001
09/29/03	02/06/04	19 weeks	0002*

Begin FY 04	End	Length	Section
02/17/04	06/11/04	17 weeks	0001

*No classes Dec. 22, 2003-Jan. 2, 2004

Minimum/Maximum: 3/6

Tuition: \$2,240/semester

THE REFRESHER COURSES

Course Code 201

Refresher courses are special six-week programs offered in the summer in several languages: **Arabic, Chinese (Mandarin), German, Japanese, Korean, Russian, and Vietnamese**.

Refresher training aims at helping individuals refresh and sharpen their language skills. Learners work with profession-related or job-related materials as well as materials designed to renew proficiency.

Participants learn to:

- Converse with native speakers in professional, social, and daily life situations.
- Perform job-related tasks involving the use of the language.
- Maintain and enhance language skills after training.

Audience:

A pre-training evaluation, arranged directly with the Language Training Supervisor, is required prior to admission. Refresher training is open to Executive Branch employees of all ranks. Accompanying family members 18 years or older may be admitted on a space available basis.

Schedule:

Refresher courses are six weeks in duration. Training is full-time, generally scheduled between the hours of 7:30 a.m. and 6:30 p.m., Monday through Friday.

Dates:

Begin	End	Length	Section
FY 03			
05/19/03	06/27/03	6 weeks	0001
FY 04			
05/17/04	06/25/04	6 weeks	0001

Tuition:

\$880 per student-week for an individual enrollment. Multiple enrollments, that is two or more students from the same agency enrolled on the same date in the same language at the same level, are charged at a reduced rate of \$580 per student week.

OVERSEAS ADVANCED TRAINING— THE FIELD SCHOOLS

Course Code L_950

The Foreign Service Institute offers overseas training programs in Arabic, Chinese, Japanese, and Korean. The advanced Chinese program is under the auspices of the American Institute of Taiwan (AIT); the others are FSI-operated field schools.

The goal of these programs is to enable students to progress from S/R-2 to S/R-3 or beyond. An advanced area studies component is included, as well as field trips and special assignments to promote extramural language usage. Classes are kept as small as resources permit.

The Foreign Service Institute recommends that students receive their first-year training at the FSI/Washington. Consult with FSI/SLS regarding students with other learning experiences.

The school year begins in August and ends in June. Consult with the FSI/Washington regarding enrollments at other times. Since overseas training involves housing, last minute requests are very difficult to accommodate. All requests should be received by the FSI in Washington by January 01, for the coming August.

Training requests should be communicated to the FSI in Washington, rather than to field school directors.

Resources permitting, the FSI will accept requests for full-time training of spouses who meet entry requirements. Spouses who are accepted as full-time students are expected to meet all course requirements and are accorded the same privileges as employee students.

ARABIC (AD)

Course Code LAD950

In Tunis: Advanced level training in Spoken/Written Arabic and Area Studies

Dates:

Begin	End
FY 03-04	
08/18/03	06/18/04
FY 04-05	
08/16/04	06/17/05
FY 05-06	
08/22/05	06/23/06

CHINESE (CM)

Course Code LCM950

At AIT in Taipei: Advanced level training in Spoken/Written Modern Standard Chinese and Area Studies

Dates:

Begin	End
FY 03-04	
08/18/03	06/18/04
FY 04-05	
08/16/04	06/17/05
FY 05-06	
08/22/05	06/23/06

JAPANESE (JA)

Course Code LJA950

In Yokohama: Advanced level training in Spoken/Written Japanese and Area Studies

Dates:

Begin	End
FY 03-04	
08/18/03	06/18/04
FY 04-05	
08/16/04	06/17/05
FY 05-06	
08/22/05	06/23/06

KOREAN (KP)

Course Code LKP950

In Seoul: Advanced level training in Spoken/Written Korean and Area Studies

Dates:

Begin	End
FY 03-04	
08/18/03	06/18/04
FY 04-05	
08/16/04	06/17/05
FY 05-06	
08/22/05	06/23/06

THE ONLINE COURSES

Please note that these courses are limited to Department of State employees and Eligible Family Members. Students may self-enroll by submitting a DS-755 to the FSI Registrar via Fax at (703) 302-7152. The supervisor's signature is required.

ONLINE READING MAINTENANCE COURSE

Course Code L_401

Available on OpenNet.

This course is designed to help employees maintain their advanced reading skills in French, Polish, Portuguese, Russian, and Spanish. The course is taught electronically online through OpenNet. Course materials are delivered on OpenNet in a passworded area. Passwords are provided to registered students. Official registration is required. Mentoring by a FSI Language and Culture Instructor takes place privately and with the group, via e-mail or "bulletin board." A FSI reading proficiency test will be administered at the end of the course.

Participants learn to:

- Read and interpret print media on job-related social, political, and economic issues.
- Acquire cultural information necessary for effective communication and analysis.
- Maintain language skills after training.

Audience:

Department of State personnel and Eligible Family Members who are 18 years or older with a tested score of R-3 or higher in the language.

Prerequisite:

Basic familiarity with the Windows environment. Access to OpenNet (Department of State intranet).

Schedule:

Participants dedicate at least two to three hours per week.

Dates:

Begin	End	Length	Section
FY03			
02/18/03	05/09/03	12 weeks	0001
09/29/03	12/19/03	12 weeks	0002
FY04			
02/17/04	05/07/04	12 weeks	0001
09/27/04	12/17/04	12 weeks	0002

Tuition: No charge

If you would like more information about this course, please send an e-mail to OnlineLanguage@state.gov.

ONLINE INTRODUCTORY LANGUAGE COURSE

Course Code L_410

Available on OpenNet.

The Online Introductory Course is designed to teach the basic language structure and grammar together with high frequency vocabulary used in daily life. The course is on CD-ROM. Online mentoring takes place privately and/or with the group by a FSI Language and Culture Instructor. Participants learn to read simple texts and dialogues and to engage in communication at the elementary proficiency level. Furthermore, learners will experience the excitement of understanding the spoken language and expressing their thoughts through the use of various sentence patterns and idiomatic phrases. By accessing a rich set of Help Options for grammar, vocabulary, or cultural explanations, learners will be able to pursue an individualized mode of instruction at their own pace. The course is offered in Korean only. A FSI proficiency test will be administered at the end of the course.

Audience:

Department of State employees and their Eligible Family Members who are 18 years or older.

Prerequisite:

Basic familiarity with the Windows environment. Access to OpenNet.

Schedule:

Participants dedicate eight to twelve hours a week to coursework.

Dates:

Begin	End	Length	Section
FY03			
02/18/03	08/01/03	24 weeks	0001
09/29/03	03/19/04	24 weeks	0002
FY04			
02/17/04	07/30/04	24 weeks	0001
09/27/04	03/18/05	24 weeks	0002

Tuition: No charge

If you would like more information about this course, please send an e-mail to OnlineLanguage@state.gov.

"EXPRESS" ONLINE LANGUAGE FAMILIARIZATION COURSE

Course Code L_420

Available on OpenNet.

The "Express" Online Familiarization Course provides basic familiarization with the language and culture of the host country. Lessons are derived from situations likely to be encountered overseas in a particular locale. The training prepares the learner to get things done despite limited linguistic ability by making use of essential language and cultural knowledge. The course consists of a CD-ROM which is sent to the learner, plus interactive online mentoring and assessment. Mentoring takes place privately and/or with the group by a FSI Language and Culture Instructor. Participants are expected to spend eight to twelve hours weekly in study. Participants who complete the course learn to read the simple texts and engage in elementary everyday interactions. The course is offered in German and Greek. A FSI proficiency test will be administered at the end of the course.

Audience:

Department of State employees and their Eligible Family Members who are 18 years or older.

Prerequisite:

Basic familiarity with the Windows environment. Access to OpenNet.

Schedule:

Participants dedicate 8 to 12 hours a week to coursework.

Dates:

Begin	End	Length	Section
FY 03			
02/18/03	08/01/03	24 weeks	0001
09/29/03	03/19/04	24 weeks	0002
FY 04			
02/17/04	07/30/04	24 weeks	0001
09/27/04	03/18/05	24 weeks	0002

Tuition: No charge

If you would like more information about this course, please send an e-mail to OnlineLanguage@state.gov.

BEYOND-THREE TRAINING

Course Code L_101

By special arrangement, training is available for individuals who have been at or near the 3/3-level in a language, who have served a tour in that language, and who now are preparing for a repeat tour in that language.

Whether learners attain the 4/4 level depends on many factors, most notably the time available for advanced study. End-of-training proficiency tests are required of all students enrolled for 100 hours or more of instruction.

Participants learn to:

- Speak and read with special emphasis on the language of public diplomacy.
- Acquire cultural information necessary for effective communication and analysis.
- Develop writing and basic interpreting skills.

Audience:

By special arrangement. Individuals with a 3/3 or 2+/2+ proficiency, and in-country experience.

Schedule:

Admissions are by arrangement. Training is full-time, generally scheduled between the hours of 7:30 a.m. and 6:30 p.m., Monday through Friday. Outside reading and activities will be expected.

Dates:

Negotiable

Tuition:

\$880 per student-week for an individual enrollment. Multiple enrollments, that is two or more students from the same agency enrolled on the same date in the same language at the same level, are charged at a reduced rate of \$580 per student week.

LANGUAGE SELF-STUDY PROGRAM

Independent Self-Study

If you are unable to commit to a regular schedule of language training, you may wish to consider a language self-study program. The Foreign Service Institute offers two options for independent language study:

- Multimedia Self-Study Language Program.
- Traditional Self-Study Language Program.

See the Self-Study section of this catalog for details and tuition rates.

Guided Self-Study

If you wish to have the assistance of a language teacher during your self-study program, please consult with the School of Language Studies about the possibility of tutorial guidance. Tuition is charged at the rate of \$63/hour, and the number of hours may be negotiated. Contact the Language Training Supervisor of the language in question, or call (703) 302-7242.

POST LANGUAGE PROGRAM OFFICER COURSE

Course Code PLP100

This one-day course for Post Language Officers focuses on both pedagogical and administrative issues involved in running a Post Language Program, from how to hire a good teacher, to how to set up and oversee an instructional program and manage financial and instructional resources.

Audience:

Department of State Post Language Officers.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY03-04			

To be determined.

Minimum/Maximum: 1/50

Tuition: No charge

**CONSULTATION:
Learning Styles Diagnosis**
Course Code L_999

Individuals participate in a review of their learning styles and aptitudes, with information on how to maximize their strengths and minimize their weaknesses. The process begins with a set of questionnaires on learning styles, learning strategies, motivation, and language learning aptitude. After the questionnaires are scored, the student has an interview of 45-60 minutes with a specialist in learning styles to look at the results and what they mean for that student's learning.

Individuals gain information about their:

- Language aptitude: strengths and weaknesses.
- Preferred approaches to learning (e.g., linear or non-linear, auditory-visual-kinesthetic).
- Tolerance for ambiguity.
- General approach to learning strategies.
- Preferred classroom activities.

Audience:

Individuals from all government agencies who are currently in non-FSI language training or are candidates for language training. The process can be adapted for students in other kinds of training as well.

Prerequisite:

None.

Schedule:

By appointment through Research, Evaluation, and Development.
Call (703) 302-7250.

Dates:

Ongoing.

Minimum/Maximum: 1/1 (Groups by special arrangement.)

Tuition: \$150 per individual

**CONSULTATION:
Learning Styles Diagnosis
Follow-up Appointment**
Course Code L_998

Interviews to follow up on particular areas of need, such as specialized learning strategies, are arranged on the basis of particular requirements.

Audience:

Individuals from all government agencies who are currently in non-FSI language training or are candidates for language training. The process can be adapted for students in other kinds of training as well.

Prerequisite:

Consultation: Learning Styles Diagnosis (L_999).

Schedule:

By appointment through Research, Evaluation, and Development.
Call (703) 302-7250.

Dates:

Ongoing.

Minimum/Maximum:

1/1 (Groups by special arrangement.)

Tuition: \$150 per individual



ADVANCED CONSULAR COURSE

Course Code PC532

See Consular

ADVANCED LEADERSHIP SKILLS

Course Code PT210

Managing effectively from the middle requires highly developed skills in working with superiors, colleagues, and subordinates. Graduates of the FSI's highly regarded Intermediate Leadership Skills (PT207) and Basic Leadership Skills (PK245) seminars have been asking: "What's next? How can I keep developing my management skills and get feedback about my effectiveness? What other training do you recommend for my level?" Advanced Leadership Skills is the next step in leadership development. The five-day workshop focuses on three levels: intrapersonal (self-awareness), interpersonal (relationships between individuals), and group (teamwork).

Participants will:

- Increase awareness of the impact of interpersonal communication styles.
- Practice a variety of approaches in influencing up, laterally, and down in the organization.
- Enhance their understanding of how to foster an inclusive and collaborative work environment.
- Try new techniques for negotiating and resolving difficult conflict situations.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Interpersonal Skills
- ✓ Influencing and Negotiating
- ✓ Leveraging Diversity
- ✓ Team Building
- ✓ Vision

FS Precepts Addressed:

- ✓ Performance Management and Evaluation
- ✓ Persuasion and Negotiation
- ✓ Social Perceptiveness
- ✓ Support for Equal Employment Opportunity
- ✓ Teamwork

Audience:

GS-15, FS-1.

Prerequisite:

Intermediate Leadership Skills (PT207), Basic Leadership Skills (PK245), or equivalent training.

Dates:

Begin FY 03	End	Length	Section
10/21/02	10/25/02	5 days	0001
11/18/02	11/22/02	5 days	0002
01/06/03	01/10/03	5 days	0003
03/31/03	04/04/03	5 days	0004
05/12/03	05/16/03	5 days	0005
06/23/03	06/27/03	5 days	0006
08/18/03	08/22/03	5 days	0007
09/29/03	10/03/03	5 days	0008
FY 04			
10/20/03	10/24/03	5 days	0001
11/17/03	11/21/03	5 days	0002

Minimum/Maximum: 10/25

Tuition: \$1,500

ADVANCED PERSONNEL MANAGEMENT WORKSHOP

Course Code PA234

See Administration

AMBASSADORIAL SEMINAR

Course Code PT120

The Ambassadorial Seminar helps Ambassadorial appointees and their spouses prepare for the leadership role of missions overseas. The Seminar is a "how to do it" course that former Chiefs of Mission have found insightful and informative. The setting is collegial and informal; it works best when the participants come prepared to share views and experiences. Spouses are cordially invited to participate fully in the two-week Seminar.

Participants learn to:

- Explore the leadership role of the Ambassador from new and challenging perspectives.
- Examine relevant substantive topics, including: budgeting, working with intelligence and law enforcement, export promotion and ethics regulations.
- Manage and build teams at post.

For further information contact the Ambassadorial Seminar Coordinator at FSI: (703) 302-6708 or (703) 302-6743.

Audience:

Newly appointed Ambassadors-designate and spouses. **By assignment only.**

Prerequisite:

All participants should have completed their required clearances and their *agreement* requests should have been initiated before attending this Seminar. **Note: Participants are registered in the Ambassadorial Seminar by PER/CDA/PAS as part of the Ambassadorial appointment process.**

Schedule:

8:30 a.m. to 5:00 p.m. daily with off-sites scheduled throughout the ten-day course. Offered several times throughout the year.

Dates:

FY 03/04

Dates to be determined.

Contact PER/CDA/PAS or the Ambassadorial Seminar Coordinator.

Minimums/Maximum: 6/12

Tuition: No charge

BASIC ADMINISTRATIVE MANAGEMENT

Course Code PA224

See Administration

BASIC CONSULAR COURSE

Course Code PC530

See Consular

BASIC LEADERSHIP SKILLS

(Formerly Supervisory Studies Seminar)

Course Code PK245

This course focuses on the skills and attitudes that contribute to effective leadership and management of people. Through self-assessments, case studies, and role-plays, you will strengthen your insight and skills in communicating, motivating, giving feedback and leading in a manner that develops talents of your employees to achieve office goals.

Participants learn to:

- Lead and manage more effectively.
- Successfully communicate and give feedback.
- Create a work environment that promotes self-motivation, diversity and leadership.

OPM Competencies Addressed:

- ✓Flexibility
- ✓Leveraging Diversity
- ✓Integrity/Honesty
- ✓Team Building
- ✓Interpersonal Skills
- ✓Oral Communication
- ✓Problem Solving

FS Precepts Addressed:

- ✓ Professional Standards
- ✓ Adaptability
- ✓ Teamwork
- ✓ Social Perceptiveness
- ✓ Oral Communication
- ✓ Active Listening
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Support for EEO
- ✓ Problem Solving and Decision Making
- ✓ Innovation
- ✓ Active Learning

Audience:

GS-13 and FS-3 employees who have or anticipate having supervisory responsibilities in the near future. Suitable for Foreign Service Nationals who are supervisors.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/21/02	10/25/02	5 days	0001
02/03/03	02/07/03	5 days	0002
03/31/03	04/04/03	5 days	0003
05/19/03	05/23/03	5 days	0004
06/16/03	06/20/03	5 days	0005
07/07/03	07/11/03	5 days	0006
07/21/03	07/25/03	5 days	0007
08/11/03	08/15/03	5 days	0008
FY 04			
10/20/03	10/24/03	5 days	0001
02/02/04	02/06/04	5 days	0002

Minimum/Maximum: 10/22

Tuition: \$1,340

BUREAU/MISSION OFFSITES

Course Code PT130

These specialized events are workshops designed to meet individual bureau or mission needs which are beyond the scope of regular FSI course offerings.

Participants learn to:

- Develop missions/goals for Bureaus/Offices.
- Develop intra/inter-office communication.
- Develop skills in conflict management.

Audience:

Offered to bureaus/offices at their request.

Prerequisite:

None.

Schedule:

Workshops will vary from one to three days.

Dates:

Dates to be determined by requesting office.

Minimum/Maximum: 10/25

Tuition:	1 day	\$300
	2 days	\$600
	3 days	\$900

COACHING: A TOOL FOR LEADING PEOPLE

Course Code PT211

This one-day course is designed for Foreign Service and Civil Service supervisors, managers, and team leaders who are responsible for accomplishing results through other people. The participants will learn and practice techniques that will help them bring about performance achievements through a one-on-one coaching relationship that meets the specific needs of their staff when they need it. An effective coaching relationship is based on goodwill, trust and mutual respect. This course is about working with good people and helping them reach their full potential. In addition to learning the technique of coaching others, participants will review and practice other performance management skills such as active listening and giving feedback.

Participants learn:

- When to use coaching versus mentoring or directing
- The characteristics of an effective coach
- The steps of the coaching process

OPM Competencies Addressed:

- ✓ Problem Solving
- ✓ Influencing and Negotiating
- ✓ Team Building

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Performance Management and Evaluation
- ✓ Team Work
- ✓ Persuasion and Negotiation

Audience:

Foreign Service and Civil Service supervisors, managers, and team leaders.

Prerequisite:

None

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/01/02	11/01/02	1 day	0001
02/20/03	02/20/03	1 day	0002
05/22/03	05/22/03	1 day	0003
08/01/03	08/01/03	1 day	0004
FY 04			
11/03/03	11/03/03	1 day	0001

Minimum/Maximum: 10/25

Tuition: \$300

CONSULAR LEADERSHIP DEVELOPMENT CONFERENCE

Course Code PC108

See *Consular*

CONSULAR MANAGEMENT AT A SMALL POST

Course Code PC533

See *Consular*

CREATIVE PROBLEM SOLVING WORKSHOP

Course Code PT212

For more information call (703) 302-7194.

Ever wonder how innovators get their ideas? This workshop presents a variety of problem-solving techniques that lead to creative solutions. Participants will apply creative problem-solving tools to their own workplace challenges. This workshop can be customized to meet the needs of a particular office or workgroup.

OPM Competencies Addressed:

- ✓ Creativity and innovation

FS Precepts Addressed:

- ✓ Innovation

Audience:

This workshop is for any employee or office seeking creative, out-of-the-box solutions to operational problems in the workplace. Employees who seek solutions to interpersonal problems should consider enrolling in Managing People Problems (PT121).

Prerequisite:

None. (Managing Change (PT206) may help with the implementation of ideas developed in this workshop.)

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/28/02	10/29/02	2 days	0001
01/23/03	01/24/03	2 days	0002
05/01/03	05/02/03	2 days	0003
07/24/03	07/25/03	2 days	0004
FY 04			
10/27/03	10/28/03	2 days	0001

Minimum/Maximum: 10/25

Tuition: \$600

DEPUTY CHIEFS OF MISSION/ PRINCIPAL OFFICERS SEMINAR

Course Code PT102

To prepare people for what some call "the toughest job in the Service," this three-week training focuses on the specific skills and knowledge DCMs and Principal Officers need to manage their missions effectively. The first week, held at an offsite location, uses group discussions, lectures, role-plays, and simulations to explore and practice building teams, developing staff, managing conflict, and providing performance feedback. The second and third weeks focus on the DCM's and Principal Officer's responsibilities to oversee the Department's personnel systems, maintain a secure community, develop post morale, establish good internal controls, and manage resources efficiently. Also included are a senior commercial seminar and executive media training.

Participants learn to:

- Build teams across divisions and agencies at post.
- Utilize critical leadership skills, including agenda setting, conflict management, and performance feedback.
- Oversee mission personnel systems, resources, security, and internal controls.

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Adaptability
- ✓ Innovation
- ✓ Management of Resources
- ✓ Oral Communication
- ✓ Performance Management and Evaluation
- ✓ Persuasion/Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Professionalism
- ✓ Support for
- ✓ Teamwork

Audience:

Offered for DCMs and POs.

By assignment only.**Prerequisite:**

None.

Schedule:

Week #1: Held Offsite

Sunday - Friday

Week #2: Held at the Shultz Center

Monday - Friday

Week #3: Held at the Shultz Center

Monday - Friday

Offered twice a year.

Dates:

Begin	End	Length	Section
FY 03			
06/08/03	06/27/03	16 days	0001
07/13/03	08/01/03	16 days	0002
FY 04			
06/06/04	06/25/04	16 days	0001
07/11/04	07/30/04	16 days	0002

Minimum/Maximum: 15/25**Tuition:** \$5,800**DOMESTIC ADMINISTRATIVE
OFFICER SEMINAR**

Course Code PA160

*See Administration***EEO/DIVERSITY AWARENESS FOR
MANAGERS AND SUPERVISORS**

Course Code PT107

*See Diversity***EMPLOYEE RELATIONS SEMINAR**

Course Code PK246

Through discussions and case studies, supervisors gain confidence in their abilities to perform effectively within official guidelines.

Participants learn to:

- Interpret and apply the rules and regulations governing performance and conduct problems, leave issues, and grievance matters.
- Identify those situations in which they should seek advice, assistance, and technical expertise.

OPM Competencies Addressed

- ✓ Conflict Management
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Decisiveness
- ✓ Problem Solving
- ✓ Technical Credibility

FS Precepts Addressed

- ✓ Social Perceptiveness
- ✓ Performance Management and Evaluation
- ✓ Teamwork
- ✓ Support for EEO

Audience:

Supervisors and managers of Civil Service or Foreign Service employees.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/14/02	11/15/02	2 days	0001
02/20/03	02/21/03	2 days	0002
06/26/03	06/27/03	2 days	0003
07/31/03	08/01/03	2 days	0004
09/11/03	09/12/03	2 days	0005
FY 04			
11/13/03	11/14/03	2 days	0001
02/19/04	02/20/04	2 days	0002

Minimum/Maximum: 10/22**Tuition:** \$540**EXECUTIVE OVERVIEW TO
MANAGING STATE PROJECTS**

Course Code PT209

This two-day course is designed for executives who supervise project managers. Through lecture and discussion, the seminar provides an overview of the project management cycle and of project management principles and techniques. Emphasis is placed on the executive's role in each phase of a project's lifetime.

Participants learn to:

- Explain the executive's role in managing project managers.
- Describe the ten elements of project management.
- State the most common reasons for project success and failure.

OPM Competencies Addressed:

- ✓ Strategic Thinking
- ✓ Team Building

FS Precepts Addressed:

- ✓ Teamwork
- ✓ Critical Thinking
- ✓ Institutional Knowledge

Audience:

Civil Service and Foreign Service executives whose subordinates manage complex projects.

Prerequisite:

None. (The executive's subordinates should take Managing State Projects (PT 208)).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
02/26/03	02/27/03	2 days	0001
FY 04			
02/25/04	02/26/04	2 days	0001

Minimum/Maximum: 6/15**Tuition:** \$540**FINANCIAL MANAGEMENT COURSE**

Course Code PA211

*See Administration***FOREIGN AFFAIRS
LEADERSHIP SEMINAR**

Course Code PT119

This highly regarded two-week seminar provides new and experienced leaders with an in-depth look at the critical skills needed for building commitment and purpose in their offices and teams. The offsite environment allows participants time to reflect on their interpersonal styles, their leadership development, and their vision/goals for effective work teams. The seminar is highly experiential, using outdoor training, case studies, role playing, and real-life situations as the platform for learning. Seminar graduates have hailed FALS for its lasting impact on their performance as leaders and managers.

Participants learn to:

- Develop leadership skills in teambuilding.
- Solve problems in groups with an emphasis on "learning by doing".
- Give effective performance feedback.
- Exercise critical leadership skills, such as: vision, advocacy, influence, conflict management, and leading a diverse workforce.

OPM Competencies Addressed

- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Continual Learning
- ✓ Flexibility
- ✓ Human Resource Management
- ✓ Influencing/Negotiating
- ✓ Integrity/Honesty
- ✓ Interpersonal Skills
- ✓ Partnering
- ✓ Resilience
- ✓ Team Building
- ✓ Vision

FS Precepts Addressed:

- ✓ Active Learning
- ✓ Adaptability
- ✓ Innovation
- ✓ Persuasion/Negotiation
- ✓ Social Perceptiveness
- ✓ Teamwork

Audience:

Limited to FS-1/OC; GS-15/SES.

Prerequisite:

None.

Schedule:

Held Offsite: Week #1: Sunday-Friday
Week #2: Monday-Friday

Dates:

FY 03

Begin	End	Length	Section
02/02/03	02/14/03	11 days	0001
04/27/03	05/09/03	11 days	0002
09/14/03	09/26/03	11 days	0003

FY 04

01/25/04	02/06/04	11 days	0001
----------	----------	---------	------

Minimum/Maximum: 15/24

Tuition: \$4,700

FOUR ROLES OF LEADERSHIP

Course Code PT221

Succeeding in a world of change and competition can be challenging. Leadership provides the critical advantage between those who succeed exceptionally and those who merely get by. *The Four Roles of Leadership* is a three-day workshop, based on the work of Stephen Covey, that focuses on key elements of success demonstrated by effective leaders.

Participants learn to:

- Create a vision that inspires passionate followers and provides a focus for action.
- Ensure that the parts of the system support the whole and advance the vision.
- Create the right conditions for people to do their best: cultivating the right environment, clarifying the nature of the work, and establishing the lines of responsibility.
- Establish trust with others through leading by principles.
- Apply the four roles of leadership to a work-related project or initiative.

OPM Competencies Addressed

- ✓ Customer Service
- ✓ Problem Solving
- ✓ Accountability
- ✓ Human Resource Management
- ✓ Team Building
- ✓ Entrepreneurship
- ✓ Partnering
- ✓ Strategic Thinking
- ✓ Vision

FS Precepts Addressed

- ✓ Professional Responsiveness
- ✓ Teamwork
- ✓ Operational Effectiveness
- ✓ Management of Resources
- ✓ Performance Management and Evaluation
- ✓ Problem Solving and Decision Making
- ✓ Information Gathering and Analysis
- ✓ Critical Thinking

Audience:

Managers and supervisors.

Prerequisite:

None.

Schedule:

8:30 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/11/02	12/13/02	3 days	0001
04/02/03	04/04/03	3 days	0002
08/27/03	08/29/03	3 days	0003
FY 04			
12/10/03	12/12/03	3 days	0001

Minimum/Maximum: 10/25

Tuition: \$900

**FRAUD PREVENTION FOR
CONSULAR MANAGERS**

Course Code PC541

See Consular

**GENERAL SERVICES OFFICER
COURSE**

Course Code PA221

See Administration

**HUMAN RESOURCE
MANAGEMENT COURSE**

Course Code PA231

See Administration

INFLUENCE BY DESIGN

Course Code PT224

How can you be a better advocate for good ideas? How can you influence others to achieve important work goals? This two-day workshop presents principles and techniques for influencing others effectively and ethically, and shows you how to apply them on the job.

Participants will learn to:

- Communicate persuasively to enlist the commitment of others.
- Build commitment by involving others in the process of making decisions and solving problems.
- Build and maintain the motivation of others to contribute to collaborative efforts.
- Reinforce desired goals through feedback and rewards.

OPM Competencies Addressed

- ✓ Interpersonal Skills
- ✓ Oral Communication
- ✓ Problem Solving
- ✓ Influencing and Negotiation
- ✓ Political Savvy
- ✓ Team Building
- ✓ Partnering

FS Precepts Addressed

- ✓ Teamwork
- ✓ Social Perceptiveness
- ✓ Persuasion and Negotiation
- ✓ Oral Communication
- ✓ Active Listening
- ✓ Problem-Solving and Decision-Making
- ✓ Critical Thinking
- ✓ Active Learning

Audience:

Mid- to senior-level employees whose work involves enlisting the collaboration of others.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/04/02	11/05/02	2 days	0001
02/24/03	02/25/03	2 days	0002
05/19/03	05/20/03	2 days	0003
08/11/03	08/12/03	2 days	0004
FY 04			
11/03/03	11/04/03	2 days	0001

Minimum/Maximum: 15/24

Tuition: \$600

INTERMEDIATE LEADERSHIP SKILLS

(Formerly Introduction to Management Skills)

Course Code PT207

This five-day workshop emphasizes the leadership skills of planning, motivating, monitoring, communications, and feedback. Your skills are enhanced through a review of management theories and practical application exercises and role-plays.

Participants learn to:

- Lead and manage more effectively.
- Identify specific steps for applying the concepts and models to the work situation.
- Utilize diversity that exists in the workplace.

OPM Competencies Addressed:

- ✓ Flexibility
- ✓ Leveraging Diversity
- ✓ Integrity/Honesty
- ✓ Team Building
- ✓ Interpersonal Skills
- ✓ Oral Communication
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Professional Standards
- ✓ Adaptability
- ✓ Teamwork
- ✓ Social Perceptiveness
- ✓ Oral Communication
- ✓ Active Listening
- ✓ Operational Effectiveness
- ✓ Performance Management and Evaluation
- ✓ Support for EEO
- ✓ Problem Solving and Decision Making
- ✓ Innovation
- ✓ Active Learning
- ✓ Institutional Knowledge

Audience:

Civil Service and Foreign Service managers at grades GS-14 and FS-2.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/04/02	11/08/02	5 days	0001
01/06/03	01/10/03	5 days	0002
03/10/03	03/14/03	5 days	0003
05/12/03	05/16/03	5 days	0004
06/23/03	06/27/03	5 days	0005
07/14/03	07/18/03	5 days	0006
07/28/03	08/01/03	5 days	0007
09/08/03	09/12/03	5 days	0008
FY 04			
11/03/03	11/07/03	5 days	0001
01/05/04	01/09/04	5 days	0002

Minimum/Maximum: 10/22

Tuition: \$1,340

LEADING PEOPLE: SEMINAR FOR NEW MANAGERS

Two-week residential seminar offered by the Office of Personnel Management (OPM) Management Development Center in Shepherdstown, WV. Computer-assisted scenarios, case studies, role plays, group exercises, and other adult learning methods are used to help participants develop skills in conflict resolution, customer service, managing diversity, problem solving, and communication. Participants must be endorsed by their Bureau, and apply through their Bureau Training Officer.

Audience:

Foreign Service and Civil Service employees at the GS-13 level and above, or equivalent, who wish to increase their potential for success, or increase their effectiveness in their current position.

Prerequisite:

At least several courses offered by the FSI Leadership and Management School.

Dates:

Subject to availability of funds, dates may be available throughout the year. See Department Notice for details.

MANAGEMENT DEVELOPMENT SEMINAR: LEADING ORGANIZATIONS

Managers bring live problems to this seminar. They use them to develop the skills and knowledge needed to deal more effectively with the rapidly changing federal environment. Learning techniques include practical exercises, activities and facilitated debriefings, and discussions and presentations with real-time feedback. Assessment instruments that provide 360-degree feedback are used.

Participants must be endorsed by their Bureau, and apply through their Bureau Training Officer.

Audience:

Foreign Service and Civil Service employees at the GS-13 through 14 level and above, or equivalent, who wish to increase their potential for success, or increase their effectiveness in their current position.

Prerequisite:

At least several courses offered by the FSI Leadership and Management School.

Dates:

Subject to availability of funds, dates may be available throughout the year. See Department Notice for details.

LEADERSHIP POTENTIAL SEMINAR

Two-week residential seminar offered by the Office of Personnel Management (OPM) Management Development Center in Shepherdstown, WV. Emphasis is placed on developing basic core competencies for leadership, such as self-awareness, human relations, interpersonal skills, effective followership, leadership dynamics, and creative problem solving. Participants must be endorsed by their Bureau, and apply through their Bureau Training Officer.

Audience:

Foreign Service and Civil Service employees at the GS-11 level and above, or equivalent, who wish to increase their potential for success, or increase their effectiveness in their current position.

Prerequisite:

At least several courses offered by the FSI Leadership and Management School.

Dates:

Subject to availability of funds, dates may be available throughout the year. See Department Notice for details.

LEADING IN A DIVERSE WORKFORCE

Course Code PT218

This one-day workshop builds on the concepts addressed in the EEO/Diversity Awareness Seminar, and takes them to a new level. Starting with the diversity present in the classroom, the workshop uses a variety

of exercises and discussions to explore the impact of diversity on the work environment. It identifies the key attitudes needed for true inclusion, and the actions managers can take to make a difference in performance and teamwork with their diverse work groups.

OPM Competencies Addressed:

- ✓ Institutional Knowledge
- ✓ Cultural Awareness
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Teambuilding

FS Precepts Addressed:

- ✓ Performance Management and Evaluation
- ✓ Social Perceptiveness
- ✓ Support for EEO
- ✓ Teamwork

Prerequisite:

EEO/Diversity Awareness for Managers and Supervisors (PT107) or equivalent.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/28/02	10/28/02	1 day	0001
12/09/02	12/09/02	1 day	0002
03/13/03	03/13/03	1 day	0003
06/23/03	06/23/03	1 day	0004
08/22/03	08/22/03	1 day	0005
FY 04			
10/27/03	10/27/03	1 day	0001
12/10/03	12/10/03	1 day	0002

Minimum/Maximum: 10/25

Tuition: \$300

MANAGING CHANGE

Course Code PT206

This workshop is designed to increase participants' appreciation of the components of change and how it impacts both personal and organizational life.

Participants learn to:

- Use theory, strategies, and actions that help one to recognize, understand, and mitigate the reactions to change for self and others.
- Prepare for the steps and actions necessary to manage and lead successful change efforts.

OPM Competencies Addressed:

- ✓ Flexibility
- ✓ Vision
- ✓ Team Building

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Teamwork
- ✓ Innovation

Audience:

For individuals and bureaus/offices preparing for the steps and actions to deal with change successfully.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY03	End	Length	Section
10/04/02	10/04/02	1 day	0001
01/15/03	01/15/03	1 day	0002
03/12/03	03/12/03	1 day	0003
08/04/03	08/04/03	1 day	0004
FY04			
10/06/03	10/06/03	1 day	0001
01/14/04	01/14/04	1 day	0002

Minimum/Maximum: 10/22

Tuition: \$270

**MANAGEMENT CONTROLS
WORKBOOK**

Course Code PA164

See Self Study

**MANAGEMENT CONTROLS
WORKSHOP**

Course Code PA137

See Administration

**MANAGING CONFLICT
PRODUCTIVELY**

Course Code PT214

Do you dread interpersonal conflict? Do you tend to avoid conflict, even when it's escalating? Would you like to be more effective with the issues and the people? This seminar helps you do just that! Successful management requires you to have a variety of styles in dealing with interpersonal and work-related conflicts.

Participants will:

- Learn conflict management theory and techniques.
- Explore the assumptions, emotions, and behaviors that may surface in conflict situations.
- Self-assess regarding reactions to conflict and conflict management styles.
- Apply information learned through case studies, role-plays, and simulations.
- Develop effective actions/behaviors to use in real life conflict situations.

OPM Competencies Addressed:

- ✓ Conflict Management
- ✓ Cultural Awareness
- ✓ Resilience
- ✓ Creativity and Innovation
- ✓ Partnering
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Critical Thinking
- ✓ Persuasion and Negotiation
- ✓ Active Listening
- ✓ Openness to Dissent

Audience:

Managers and supervisors.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
10/08/02	10/09/02	2 days	0001
03/10/03	03/11/03	2 days	0002
05/08/03	05/09/03	2 days	0003
07/28/03	07/29/03	2 days	0004
FY04			
10/07/03	10/08/03	2 days	0001

Minimum/Maximum: 10/25

Tuition: \$600

MANAGING PEOPLE PROBLEMS

Course Code PT121

This seminar addresses the real life issues experienced supervisors face on-the-job. The content is built on the specific problems/challenges the participants bring to the course. This format allows for a lively and insightful three-and-a-half days of individual coaching and consultation in a group setting. By the end of the course, participants see new solutions to their individual challenges, have creative ideas for issues they may face in the future, and have developed a peer support network for on-going consultations. Activities in the course include: use of an effective problem analysis methodology; application of principled negotiation to issues; analysis of individual differences; explanation of relevant management concepts for topics being discussed; and opportunities to practice resolving issues in a non-threatening and supportive environment.

Participants learn to:

- Use effective problem-solving techniques to deal with personnel issues.
- Apply the concepts covered to real-life situations.
- Develop consultation skills they can apply on-the-job.

OPM Competencies Addressed:

- ✓ Creativity/Innovation
- ✓ Flexibility
- ✓ Human Resources Management
- ✓ Influencing/Negotiating
- ✓ Interpersonal Skills
- ✓ Problem Solving
- ✓ Team Building

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Innovation
- ✓ Performance Management and Evaluation
- ✓ Persuasion/Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Social Perceptiveness
- ✓ Teamwork

Audience:

This course is designed for supervisors with two or more years of experience. It focuses on finding workable solutions to participants' actual situations in the work place.

Prerequisite:

None.

Schedule:

First Day: 9:00 a.m. to 12:00 p.m.

Next Three Days: 9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/07/02	11/15/02	3 1/2 days	0001
03/05/03	03/14/03	3 1/2 days	0002
05/14/03	05/23/03	3 1/2 days	0003
09/12/03	09/18/03	3 1/2 days	0004
FY 04			
11/07/03	11/14/03	3 1/2 days	0001

Minimum/Maximum: 10/15

Tuition: \$1,100

MANAGING STATE PROJECTS

Course Code PT208

This intensive five-day workshop provides a solid entry into the field of project management, including critically useful terminology, the key phases of the project management cycle, and the application of proven techniques in each phase. Course design includes lecture, discussion, and hands-on exercises.

Participants learn to:

- Describe the ten elements of project management.
- Balance the competing demands of technical, schedule, and cost performance.
- Apply project management techniques to a typical project.
- Use project management techniques to foster teamwork.

OPM Competencies Addressed

- ✓ Team Building
- ✓ Partnering
- ✓ Problem Solving
- ✓ Technical Credibility

FS Precepts Addressed

- ✓ Teamwork
- ✓ Operational Effectiveness
- ✓ Critical Thinking
- ✓ Technical Skills

Audience:

Project managers and team members.

This course can be customized to meet the needs of your bureau or office.

Prerequisite:

None.

Schedule:

8:30 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/18/02	11/22/02	5 days	0001
01/27/03	01/31/03	5 days	0002
03/14/03	04/18/03	5 days	0003
06/02/03	06/06/03	5 days	0004
07/07/03	07/11/03	5 days	0005
09/22/03	09/26/03	5 days	0006
FY 04			
11/17/03	11/21/03	5 days	0001
01/26/04	01/30/04	5 days	0002

Minimum/Maximum: 15/25**Tuition:** \$1,340**MANAGING UP: LINKING
SUPPORT AND SUPERVISION**

Course Code PK305

Developing and sustaining a successful relationship with your manager is essential for obtaining the best results in your work. This new course is designed to meet the evolving challenges employees encounter in developing interpersonal relationships and organizing responsibilities in a diversified, team oriented workplace.

In this one-day course you will learn to:

- Identify perceptions of an ideal working relationship.
- Analyze gaps between the ideal and reality.
- Identify personal strengths, abilities, and tendencies.
- Increase confidence and skill in managing up by learning different approaches/strategies in developing an effective relationship.

OPM Competencies Addressed:

- ✓ Influencing
- ✓ Integrity/Honesty
- ✓ Interpersonal Skills
- ✓ Political Savvy

FS Precepts Addressed:

- ✓ Professional Responsiveness
- ✓ Professional Standards
- ✓ Social Perceptiveness

Audience:

Civil Service Professionals at the GS-5 through 9 level, and Foreign Service Office Management Specialists at the FP-6 through FP-3 level.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/01/02	11/01/02	1 day	0001
01/17/03	01/17/03	1 day	0002

Minimum/Maximum: 10/20**Tuition:** \$200**MANAGING UP:
WORKING EFFECTIVELY
WITH YOUR MANAGER**

Course Code PT252

Developing and sustaining a successful relationship with your manager is essential for obtaining the best results in your work. This course will help you reflect and analyze the dynamics of this critical relationship, suggest steps to take to strengthen it, provide ways of better understanding your own motives and tendencies when working with authority figures, and improve your communication techniques.

Participants learn to:

- Identify characteristics of a successful

- working relationship with the boss.
- Assess individual strengths, abilities, and tendencies when working with authority figures.
- Develop skills in "managing up" by exploring a range of techniques.

OPM Competencies Addressed:

- ✓ Integrity/Honesty
- ✓ Influencing/Negotiating
- ✓ Interpersonal Skills
- ✓ Political Savvy

FS Precepts Addressed:

- ✓ Professional Standards
- ✓ Professional Responsiveness
- ✓ Social Perceptiveness

Audience:

Civil Service or Foreign Service employees at grades GS-9 or FS-5 and higher.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/09/02	10/09/02	1 day	0001
02/11/03	02/11/03	1 day	0002
04/22/03	04/22/03	1 day	0003
06/25/03	06/25/03	1 day	0004
07/28/03	07/28/03	1 day	0005
FY 04			
10/15/03	10/15/03	1 day	0001
01/29/04	01/29/04	1 day	0002

Minimum/Maximum: 10/22

Tuition: \$270

NEGOTIATION SKILLS FOR MANAGERS

Course Code PT253

Managers who understand the basics of negotiation and develop good negotiation skills can be more effective in managing work and people. This two-day seminar emphasizes the skills necessary for managers to practice effective negotiation skills.

Participants learn to:

- Prepare for negotiation by assessing interests, identifying appropriate choice criteria, and designing options.
- Recognize and apply different negotiating styles in different settings.
- Adapt persuasive techniques to different situations and personalities.

OPM Competencies Addressed:

- ✓ Flexibility
- ✓ Conflict Management
- ✓ Integrity/Honesty
- ✓ Influencing/Negotiating
- ✓ Interpersonal Skills
- ✓ Oral Communication
- ✓ Decisiveness
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Social Perceptiveness
- ✓ Persuasion and Negotiation
- ✓ Oral Communication
- ✓ Active Listening
- ✓ Problem Solving and Decision Making
- ✓ Critical Thinking

Audience:

Managers at grades GS-11 or FS-4 and higher.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/14/02	11/15/02	2 days	0001
02/10/03	02/11/03	2 days	0002
04/10/03	04/11/03	2 days	0003
06/24/03	06/24/03	2 days	0004
FY 04			
11/13/03	11/14/03	2 days	0001
02/09/04	02/10/04	2 days	0002

Minimum/Maximum: 10/22**Tuition:** \$540**OVERSEAS ADMINISTRATIVE MANAGEMENT**

Course Code PA243

*See Administration***PERFORMANCE MANAGEMENT SEMINAR**

Course Code PT205

This three-day workshop for managers covers the performance management cycle including establishing goals, planning performance, assigning tasks, monitoring work, and giving feedback. Exercises on coaching and developing employees are also included.

Participants learn to:

- Write and communicate clear performance plans.
- Provide coaching and feedback to improve performance.
- Conduct effective performance appraisals.

OPM Competencies Addressed:

- ✓ Team Building
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Teamwork
- ✓ Social Perceptiveness
- ✓ Oral Communication
- ✓ Active Listening
- ✓ Performance Management and Evaluation

Audience:

Supervisors and managers of Civil Service or Foreign Service employees.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/25/02	11/27/02	3 days	0001
02/12/03	02/14/03	3 days	0002
04/07/03	04/09/03	3 days	0003
06/04/03	06/06/03	3 days	0004
FY 04			
10/29/03	10/31/03	3 days	0001
02/09/04	02/11/04	3 days	0002
04/05/04	04/07/04	3 days	0003

Minimum/Maximum: 10/22**Tuition:** \$800

PRODUCTIVELY MANAGING STRESS

Course Code PT251

High stress levels can lead to decreased coping ability, de-motivation, and eventual job burnout. In this workshop, managers will explore options and learn new techniques to help reduce stress and increase productivity.

Participants learn to:

- Identify specific stressors in the work environment.
- Assess stress levels and its impact on managerial effectiveness.
- Use techniques to reduce stress and to increase productivity.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Flexibility
- ✓ Resilience

FS Precepts Addressed:

- ✓ Professional Standards
- ✓ Adaptability

Audience:

Civil Service or Foreign Service employees at grades GS-7 or FS-7 and higher.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/02/02	12/02/02	1 day	0001
02/12/03	02/12/03	1 day	0002
04/04/03	04/04/03	1 day	0003
FY 04			
12/01/03	12/01/03	1 day	0001
02/11/04	02/11/04	1 day	0002

Minimum/Maximum: 10/20

Tuition: \$270

REGIONAL CONSULAR OFFICERS WORKSHOP

Course Code PC114

See *Consular***RUNNING EFFECTIVE MEETINGS WORKSHOP**

Course Code PT217

Tired of spending time in meetings that fail to get results? This workshop presents a variety of methods you can use to conduct meetings that are focused and results-oriented. Participants will use practical case studies to experience planning, conducting, and concluding effective meetings.

Participants learn:

- Planning a meeting by determining its purpose, scope, agenda, and logistics.
- Defining meeting roles and responsibilities.
- Using brainstorming to identify success factors and pitfalls.
- Using a problem-solving process to analyze alternatives and bring closure to decisions.
- Conducting a meeting using effective meeting strategies and skills.
- Concluding the meeting and evaluating results.

OPM Competencies Addressed:

- ✓ Problem Solving
- ✓ Conflict Management
- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Teamwork
- ✓ Problem Solving and Decision Making
- ✓ Oral Communication

Audience:

This workshop is for any employee who plans and conducts meetings.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
01/16/03	01/17/03	2 days	0001
05/12/03	05/13/03	2 days	0002
09/08/03	09/09/03	2 days	0003

Minimum/Maximum: 10/25

Tuition: \$600

SENIOR SEMINAR

Course Code PG501

The Senior Seminar is the most advanced professional development program available to senior foreign policy and national security officials of the United States Government.

Participants will:

- Enhance their executive skills and more fully realize their leadership potential in preparation for service in demanding, senior positions.
- Gain a deeper appreciation of the ideas and values which define our country, and a broader comprehension of the domestic issues, institutions, and conditions which shape our foreign relations.

- Better understand major international and national security issues and how policies are developed to address them.
- Develop a fuller understanding of the role of the U.S. national security and foreign affairs agencies and the Congress, in order to improve overall communication, cooperation and coordination.

The learning process takes place through extensive reading, field trips, individual research assignments, group projects, case studies, simulations, practical work experiences, and meetings with prominent academics, public officials, business and labor leaders, journalists, representatives of interest groups, and ordinary American citizens.

Prerequisite:

None.

Audience:

Senior Foreign and Civil Service employees of the Department of State, the uniformed military services, and agencies with foreign affairs responsibilities. By assignment only.

Schedule:

September - June.

Tuition: \$43,000

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

Course Code PT216

This five-day course requires participants to put significant effort into personal introspection and assessment. The focus is on improving the ability of employees to be both efficient and productive in today's dynamic work environment as well as in their personal lives. Participants will examine their behavior in both arenas, and learn to use their personal power and awareness to improve themselves and their organizations-increasing their influence and their collaborative working relationships with others.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Flexibility
- ✓ Interpersonal Skills
- ✓ Integrity/honesty
- ✓ Resilience
- ✓ Creativity and Innovation

FS Precepts Addressed:

- ✓ Professional Standards
- ✓ Social Perceptiveness
- ✓ Active Listening
- ✓ Innovation

Audience:

Highly recommended for officers at the FS-4 through 2 and GS-11 through 13 levels, and above.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/04/02	11/08/02	5 days	0001
01/27/03	01/31/03	5 days	0002
02/24/03	02/28/03	5 days	0003

Begin	End	Length	Section
FY 03			
03/24/03	03/28/03	5 days	0004
06/09/03	06/13/03	5 days	0005
09/15/03	09/19/03	5 days	0006
FY 04			
11/03/03	11/07/03	5 days	0001
01/12/04	01/16/04	5 days	0002

Minimum/Maximum: 10/25

Tuition: \$1,070

STARTING RIGHT: SEMINAR FOR PROGRAM DIRECTORS

Course Code PT213

Executives in new positions need to create a vision for their offices and establish an agenda for implementing that vision. They need to align their staff around their agendas and establish cooperative working relationships with other offices. This seminar will give new executives the tools they need to get off to a good start in their roles as program directors.

OPM Competencies Addressed:

- ✓ Vision
- ✓ Strategic Thinking
- ✓ Team Building
- ✓ Partnering
- ✓ Political Savvy

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Teamwork
- ✓ Operational Effectiveness
- ✓ Management of Resources
- ✓ Representational Skills
- ✓ Institutional Knowledge

Audience:

This course is intended for new office directors, deputy directors, and section chiefs.

Experienced directors, deputies, and chiefs whose offices are undergoing a significant change will also find the seminar useful.

Prerequisite:

None; however, the course assumes previous supervisory experience and a basic knowledge of performance management. This is not a course in supervision.

Schedule:

9:00 a.m. and 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/02/02	10/04/02	3 days	0001
01/08/03	01/10/03	3 days	0002
03/19/03	03/21/03	3 days	0003
06/18/03	06/20/03	3 days	0004
07/30/03	08/01/03	3 days	0005
09/03/03	09/05/03	3 days	0006
FY 04			
10/01/03	10/03/03	3 days	0001

Minimum/Maximum: 10/25

Tuition: \$900

STRATEGIC PLANNING AND PERFORMANCE MEASUREMENT

Course Code PD529

This two-day course focuses on the use of strategic planning and performance measurement as effective management tools.

Participants learn to:

- Recognize how strategic planning and performance measurement can strengthen management toward achieving the agency mission.
- Use the planning process as a management tool.
- Apply strategic planning and performance measurement in a planning process.

OPM Competencies Addressed:

- ✓ Strategic Thinking
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Information Gathering and Analysis
- ✓ Critical Thinking

Audience:

Civil Service and Foreign Service employees, especially planning coordinators and key program managers. Appropriate for Foreign Service Nationals.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
10/10/02	10/11/02	2 days	0001
01/16/03	01/17/03	2 days	0002
02/20/03	02/21/03	2 days	0003
04/17/03	04/18/03	2 days	0004
FY 04			
10/09/03	10/10/03	2 days	0001
01/15/04	01/16/04	2 days	0002

Minimum/Maximum: 15/25

Tuition: \$540

STRATEGIC THINKING AND PLANNING WORKSHOP

Course Code PT131

Are you a senior executive with responsibilities for long-range policies and planning? Do you wonder how successful futurists envision the world of the future? Would you like tips on long-range planning?

If your answer to any of these questions is 'yes,' then you should enroll in the one-day workshop Strategic Thinking and Planning (PT131). You will review the fundamentals of strategic thinking and examine case studies in strategic planning. You will also participate in exercises to envision the world five and ten years from now.

Participants will learn to:

- Define strategic thinking and strategic planning.
- Identify success factors for strategic leadership in organizations.
- Apply specific techniques for envisioning the future.

OPM Competencies Addressed:

- ✓ Vision
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Innovation

Audience:

This workshop is intended for senior managers who need to conduct long-range planning. We expect that most participants will be at the level of Deputy Office Director or above.

Prerequisite:

There are no formal prerequisites for this workshop. However, Strategic Planning and Performance Measurement (PD529) provides useful foundational concepts for this program.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
12/04/02	12/04/02	1 day	0001
03/05/03	03/05/03	1 day	0002

Begin FY 03	End	Length	Section
06/04/03	06/04/03	1 day	0003
09/02/03	09/02/03	1 day	0004
FY 04			
12/04/03	12/04/03	1 day	0001

Minimum/Maximum: 10/25

Tuition: \$300

TEAMBUILDING

Course Code PT129

This workshop applies key concepts like team development, roles and responsibilities, decision-making, inclusive leadership, and effective communication to actual work teams. If you have a new team getting started, this will help you get productive fast.

Participants learn to:

- Develop skills in team development.
- Develop inclusive leadership techniques.
- Develop effective communication skills through working in teams.

OPM Competencies Addressed:

- ✓ Team Building
- ✓ Interpersonal Skills
- ✓ Problem Solving

FS Precepts Addressed:

- ✓ Teamwork
- ✓ Social Perceptiveness
- ✓ Problem Solving and Decision Making

Audience:

All Civil Service and Foreign Service employees.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/13/02	11/13/02	1 day	0001
01/14/03	01/14/03	1 day	0002
03/07/03	03/07/03	1 day	0003
05/01/03	05/01/03	1 day	0004
07/01/03	07/01/03	1 day	0005
FY 04			
11/12/03	11/12/03	1 day	0001
01/13/04	01/13/04	1 day	0002

Minimum/Maximum: 10/16**Tuition:** \$270**TEAM LEADERSHIP WORKSHOP**

Course Code PT215

The Team Leadership Workshop will enhance the participant's ability as an experienced or new team leader to manage and facilitate both on-going and temporary teams. This course builds on the key concepts of team development discussed in the prerequisite course (Teambuilding (PT129)). This course focuses on leading teams. Participants will practice identifying and resolving typical problems encountered in teams, developing a team charter, and addressing difficult issues that often surface in team meetings.

Participants will:

- Enhance their understanding of the team leader's roles and responsibilities.
- Learn how to use the team charter as an effective process for establishing or revitalizing an ongoing team—clarifying the team's substantive work, member roles and responsibilities, work procedures, and guiding principles for working together.
- Increase their ability to address the most common problems encountered in teamwork.

OPM Competencies Addressed:

- ✓ Interpersonal Skills
- ✓ Problem Solving
- ✓ Team Building
- ✓ Influencing and Negotiating

FS Precepts Addressed:

- ✓ Social Perceptiveness
- ✓ Problem solving
- ✓ Teamwork
- ✓ Persuasion and Negotiation

Audience:

New and experienced Civil Service and Foreign Service team leaders at all levels.

Prerequisite:

Team Building (PT129).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/15/02	10/16/02	2 days	0001
01/14/03	01/15/03	2 days	0002
03/24/03	03/25/03	2 days	0003
08/11/03	08/12/03	2 days	0004
FY 04			
10/16/03	10/17/03	2 days	0001

Minimum/Maximum: 10/25**Tuition:** \$600

VALUING DIVERSITY IN THE WORKPLACE

Course Code PT225

Today's workforce is increasingly diverse, and working well together is key to individual and organizational success. Mutual understanding and appreciation across the wide variety of dimensions of diversity contributes directly to effective communication, teamwork, and productivity. This one-day workshop will introduce participants to information and skills that will improve their ability to work well with colleagues from diverse backgrounds and experiences.

OPM Competencies Addressed:

- ✓Cultural Awareness
- ✓Interpersonal Skills
- ✓Teambuilding

FS Precepts Addressed:

- ✓Social Perceptiveness
- ✓Support for EEO
- ✓Teamwork

Audience:

This workshop is intended for employees who are NOT in supervisory/managerial positions.

Prerequisites:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/16/02	10/16/02	1 day	0001
12/11/02	12/11/02	1 day	0002
02/19/03	02/19/03	1 day	0003
04/16/03	04/16/03	1 day	0004
06/18/03	06/18/03	1 day	0005
08/13/03	08/13/03	1 day	0006
FY 04			
10/15/03	10/15/03	1 day	0001
12/10/03	12/10/03	1 day	0002

Minimum/Maximum: 10/25

Tuition: \$300



INTERNATIONAL NEGOTIATION: ART AND SKILLS

Course Code PP501

For information call (703) 302-7184

This course focuses on international negotiations and is designed to provide an in-depth opportunity to increase proficiency in negotiations. Stresses an "interest-based" and "cross cultural" approach for understanding the dynamics of the negotiation process, and uses simulation exercises to practice foreign policy related negotiating skills required in interagency and international settings.

Participants learn to:

- Work with a core model of negotiation.
- Appreciate the dynamics of the relationships between and within delegations, and between delegations and those that sent them to the negotiating table.
- Communicate more effectively across cultures, with different "thinking styles," and with team members.
- Persuade and practice active listening.
- Systematically prepare for a negotiation and recognize the critical phases of the process.
- Practice skills in a variety of role-play and interactive exercises.

OPM Competencies Addressed:

- ✓ Cultural Awareness
- ✓ Influencing/Negotiating
- ✓ Oral Communication
- ✓ Problem Solving
- ✓ Strategic Thinking
- ✓ Team Building

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Critical Thinking
- ✓ Oral Communication
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Teamwork

Audience:

Foreign Service, Civil Service, or military personnel with an interest in clarifying their understanding of international negotiation and how to be more effective. Those eligible to apply are officers and staff of the Department of State, AID, DoD and other agencies of Grades FO-4 through 1, GS-9 through 15 or military equivalent. Senior officials are also welcome.

Schedule:

9:00 a.m. to 4:15 p.m.

Dates:

Begin	End	Length	Section
FY03			
12/02/02	12/06/02	5 days	0001
03/24/03	03/28/03	5 days	0002
06/02/03	06/06/03	5 days	0003
09/08/03	09/12/03	5 days	0004
FY04			
12/01/03	12/05/03	5 days	0001

Minimum/Maximum: 15/24

Tuition: \$700

ADVANCED NEGOTIATIONS

Course Code PPS15

For information call (703) 302-7184.

Hone negotiating skills through case studies and practical exercises that focus on problems typical of complex international bilateral and multilateral negotiations. The course is offered in two different versions: bilateral and multilateral focus.

Participants learn to:

- Practice negotiating on a range of complex international issues.
- Analyze negotiating problems aided by on-the-spot coaching and mentoring.
- Apply problem solving experiences to the preparation of instructions to negotiating teams.
- Use strategies and techniques to enhance effectiveness in complex bilateral and multilateral negotiations.

OPM Competencies Addressed:

- ✓ Cultural Awareness
- ✓ Influencing/Negotiating
- ✓ Oral Communication
- ✓ Problem Solving
- ✓ Strategic Thinking
- ✓ Teambuilding

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Critical Thinking
- ✓ Oral Communication
- ✓ Persuasion and Negotiation
- ✓ Problem Solving and Decision Making
- ✓ Teamwork

Audience:

Foreign Service, Civil Service, or military personnel who want to improve their negotiation skills for participation in international bilateral and multilateral negotiations for the U.S. government. Please note that the May session will concentrate on bilateral issues and June will focus on multilateral. Senior officials are also welcome.

Note:

We recommend taking International Negotiation: Art and Skills (PPS01) first, since it covers concepts and theories in detail. But, those with international negotiating experience may find it more useful to take the advanced workshop, which focuses on honing skills in either bilateral or multilateral settings.

Schedule:

9:00 a.m. to 4:15 p.m.

Dates:

Begin	End	Length	Section
FY03			
05/06/03	05/09/03	4 days	0001
07/15/03	07/18/03	4 days	0002

Minimum/Maximum: 15/30

Tuition: \$560

**JOB SAVVY: SKILLS FOR
WORKPLACE SUCCESS**

Course Code PK146

Participants develop critical job survival skills to increase productivity, job satisfaction, and job success.

Participants learn to:

- Identify personal barriers to workplace success.
- Apply self-esteem concepts.
- Practice anger management strategies.
- Manage stress.
- Set self-development goals.

OPM Competencies Addressed

- ✓ Interpersonal Skills
- ✓ Continual Learning
- ✓ Technical Credibility

Audience:

Civil Service Office Support Professionals at the GS-3 through 7 levels.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
02/10/03	02/14/03	5 days	0001
09/22/03	09/26/03	5 days	0002

Minimum/Maximum: 8/15

Tuition: \$1,040

**CIVIL SERVICE OFFICE SUPPORT
PROFESSIONALS TRAINING FOR
ENTERING PERSONNEL**

Course Code PK104

Through a series of hands-on exercises, Office Support Professionals learn how to prepare Department correspondence from an experienced Civil Service instructor. Guest speakers lead sessions on security, TAGS/TERMS, proofreading, customer service, time management, telephone techniques, and professional development within the Department.

Participants learn:

- The structure and culture of the State Department.
- To prepare Department of State correspondence including: letters, memos, cables, Congressionals, and Seventh Floor Correspondence.

OPM Competencies Addressed:

- ✓ Customer Service
- ✓ Interpersonal Skills
- ✓ Technical Credibility

Audience:

Civil Service Office Support Professionals new to the Department of State.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
11/04/02	11/15/02	9 days	0001
01/27/03	02/07/03	2 weeks	0002
03/24/03	04/04/03	2 weeks	0003
08/18/03	08/29/03	2 weeks	0004

Minimum/Maximum: 8/15

Tuition: \$2,080

FOREIGN SERVICE OFFICE MANAGEMENT SPECIALIST TRAINING FOR ENTERING PERSONNEL

Course Code PK102

Through a series of hands-on activities and guest speakers, participants are introduced to the culture of the Foreign Service and to the skills needed to be successful OMSers. The instructor is an experienced Foreign Service Office Management Specialist who provides realistic first-hand experience to reinforce the material presented. Office Management Specialists also spend time working on their country desk.

Participants learn to:

- Prepare Department of State correspondence including cables, letters, memos, and diplomatic notes.
- Work with new software applications.

FS Precepts Addressed:

- ✓ Job Information
- ✓ Oral Communication
- ✓ Professional Expertise
- ✓ Technical Skills

Audience:

Newly hired Foreign Service Office Management Specialists.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 02	End	Length	Section
10/15/02	11/01/02	3 weeks	0001
02/18/03	03/07/03	3 weeks	0002
04/14/03	05/02/03	3 weeks	0003
06/09/03	06/27/03	3 weeks	0004

Minimum/Maximum: 8/20

Tuition: \$3,120

PATHWAYS TO SUCCESS

Course Code PK111

This seminar is designed to provide networking opportunities and teach interpersonal and self-management skills.

Participants learn to:

- Identify and explain their MBTI type.
- Practice stress management techniques.
- Identify practical ways to apply course concepts back in the office.

OPM Competencies Addressed

- ✓ Interpersonal Skills
- ✓ Problem Solving

FS Precepts Addressed

- ✓ Decision Making
- ✓ Problem Solving
- ✓ Teamwork

Audience:

Experienced Civil Service Office Support Personnel and Foreign Service Office Management Specialists.

Prerequisite:

The course is open to Foreign Service Office Management Specialists and Civil Service Office Support Professionals with two years of experience in The Department and who are at least grades GS-7 or FS-6.

Schedule:

Three full days offsite.

Dates:

Begin FY 03	End	Length	Section
05/28/03	05/30/03	3 days	0001
07/09/03	07/11/03	3 days	0002

Minimum/Maximum: 12/15

Tuition: \$620

CIVIL SERVICE OFFICE SUPPORT PROFESSIONALS PROGRAM

Course Code PK206

Based on a university model, this is an integrated program that occurs over approximately fifteen weeks. The course begins with a multiple-day orientation and meets one day a week thereafter.

Participants learn to:

- Use critical thinking skills.
- Manage their careers.
- Improve their skills in office technology.
- Polish their written and oral presentation skills.
- Apply customer service techniques.
- Practice active listening and use assertive communication skills.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Customer Service
- ✓ Interpersonal Skills
- ✓ Oral Communication
- ✓ Team Building
- ✓ Technical Credibility
- ✓ Written Communication

Audience:

Civil Service Office Support Professionals GS-6 and above who have at least two years of Department of State experience.

Prerequisite:

Civil Service Office Support Personnel Training for Entering Personnel (PK104) is recommended but not required.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
02/24/03	05/21/03	17 days	0001

Minimum/Maximum: 2025

Tuition: \$3,540

FILES MANAGEMENT AND RETIREMENT

Course Code PK207

This course provides background information on the significance and value of government records; the existence of laws and regulations to protect and preserve records; the life cycle of information; and Department policies on managing email, FAX, and personal papers. Hands-on exercises are included.

Participants learn to:

- Identify official records.
- Prepare effective file guides.
- Use mandatory DS-693B Records Retirement software.

Audience:

Employees responsible for records management, Foreign Service Nationals at all grade levels.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin FY 03	End	Length	Section
01/24/03	01/24/03	1 day	0001
03/12/03	03/12/03	1 day	0002
06/06/03	06/06/03	1 day	0003

Minimum/Maximum: 8/15

Tuition: \$210

NEW WAYS TO PROBLEM SOLVE

Course Code PK330

This course offers the creative problem solving techniques needed in the fast-track world of ever-changing diplomacy. Participants practice innovative decision-making and problem solving methods through team-based simulations and modules. They will be able to use these competencies in organizing visits and social events, making protocol decisions, managing office projects, handling crisis situations, and dealing with difficult interpersonal situations.

Participants learn:

- Problem solving
- Project management
- Office systems
- Team building

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Operational Effectiveness
- ✓ Oral Communication
- ✓ Problem Solving and Decision Making
- ✓ Team Work
- ✓ Technical Skills
- ✓ Social Perceptiveness
- ✓ Support for Equal Employment Opportunity
- ✓ Written Communication

Audience:

Tenured Foreign Service Office Management Specialists and Civil Service Office Support Professionals who are GS-6 or above and have at least two years in the department that includes an overseas assignment or TDY in the last five years.

Prerequisite:

Professional Development Seminar for Foreign Service Office Management Specialists (PK302) is recommended but not required. Civil Service Office Support Professional Program (PK206) is recommended but not required.

Schedule:

8:45 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
08/04/03	08/15/03	2 weeks	001

Minimum/Maximum: 12/15

Tuition: \$2,080

OFFICE TECHNOLOGY IN THE 21st CENTURY

Course Code PK333

Participants discuss the changing roles and responsibilities of Office Support Professionals in the 21st century.

Participants learn to:

- Assess technology tools that are transforming the office environment.
- Describe the office of the future and show how work processes will change.
- Identify the skills required to support the office of the future.
- Develop a plan for gaining required skills.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Innovation
- ✓ Technical Skills

Audience:

Civil Service Office Support Professionals and Foreign Service Office Management Specialists.

Prerequisite:

None

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
02/01/03	02/07/03	1 day	0001
06/04/03	06/10/03	1 day	0002

Minimum/Maximum: 9/18

Tuition: \$210

PROFESSIONAL DEVELOPMENT SEMINAR FOR FOREIGN SERVICE OFFICE MANAGEMENT SPECIALISTS

Course Code PK302

This course empowers Foreign Service Office Management Specialists to be self-directed learners, and enables them to operate more effectively in a variety of roles.

Participants learn to:

- Use critical thinking skills.
- Manage their careers.
- Improve their skills in office technology.
- Polish their written and oral presentation skills.
- Practice active listening and use assertive communication skills.

FS Precepts Addressed:

- ✓ Active Listening
- ✓ Critical Thinking
- ✓ Job Information
- ✓ Oral Communication
- ✓ Written Communication

Audience:

Foreign Service Office Management Specialists.

Prerequisite:

One tour.

Schedule:

8:45 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
07/21/03	08/01/03	2 weeks	0001

Minimum/Maximum: 8/15

Tuition: \$2,100

FSN SECRETARIAL SEMINAR

Course Code PK334

This eight-day course trains FSN Secretaries to apply the principles and techniques of quality customer service and time management; to use correct formatting for department correspondence; to use specific office management skills; to reinforce English communication skills; and to share key learnings with colleagues and supervisors at post.

Participants learn to:

- Prepare correspondence according to the State Correspondence Handbook.
- Define and identify the TAGS & Terms System.
- Implement correct English sentence structure and Department of State style in drafting basic written communications.
- Develop effective working relationships.
- Practice customer service and time management strategies.

FS Precepts Addressed:

- ✓Written Communication
- ✓Professional Expertise
- ✓Technical Skills
- ✓Operational Effectiveness

OPM Competencies Addressed:

- ✓Customer Service
- ✓Interpersonal Skills
- ✓Technical Credibility

Audience:

Foreign Service Nationals at the FSN-05 to FSN-08 levels who are responsible for a wide variety of administrative, technical and secretarial duties.

Prerequisite:

English speaking and comprehension level equivalent to FSI 404 rating recommended.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Course dates will be announced via cable.

Minimum/Maximum: 15/20

Tuition: \$1,670

TRAVEL REGULATIONS AND VOUCHERS

Course Code PK205

Individual and class practice sessions provide participants with the information and skills needed to make travel arrangements and to prepare travel vouchers correctly.

Participants learn to:

- Make travel arrangements.
- Prepare travel vouchers using the computerized "Travel Manager Plus Program."

Audience:

Department of State employees.

Prerequisite:

Familiarity with Microsoft Office products.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 02			
12/12/02	12/13/02	2 days	0001
03/10/03	03/11/03	2 days	0002
06/02/03	06/03/03	2 days	0003
06/30/03	07/01/03	2 days	0004
09/24/03	09/30/03	2 days	0005

Minimum/Maximum: 8/15

Tuition: \$420

MANAGING UP: LINKING SUPPORT AND SUPERVISION

Course Code PK305

This course is co-sponsored by Office Management training and the School of Leadership and Management.

Developing and sustaining a successful relationship with your manager is essential for obtaining the best results in your work. This course is designed to meet the evolving challenges employees encounter in developing interpersonal relationships and organizing responsibilities in a diversified, team oriented workplace.

Participants will learn to:

- Identify perceptions of an ideal working relationship.
- Analyze gaps between the ideal and reality.
- Identify personal strengths, abilities, and tendencies.
- Increase confidence and skill in managing up by learning different approaches/strategies in developing an effective relationship.

OPM Competencies Addressed:

- ✓Influencing
- ✓Integrity/Honesty
- ✓Interpersonal Skills
- ✓Political Savvy

FS Precepts Addressed:

- ✓Professional Responsiveness
- ✓Professional Standards
- ✓Social Perceptiveness

Audience:

Civil Service Professionals at the GS-5 through 9 level, and Foreign Service Office Management Specialists at the FP-6 through 3 level.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/01/02	11/01/02	1 day	0001
01/17/03	01/17/03	1 day	0002

Minimum/Maximum: 10/20

Tuition: \$210



CIVIL SERVICE OFFICE SUPPORT PROFESSIONAL TRAINING FOR ENTERING PERSONNEL

Course Code PK104

See Office Management

FOREIGN SERVICE OFFICE MANAGEMENT SPECIALIST TRAINING FOR ENTERING PERSONNEL

Course Code PK102

See Office Management

INL ORIENTATION WORKSHOP

Course Code PP218

See Global and Multilateral Issues

POPULATION, REFUGEE AND MIGRATION OFFICERS: ORIENTATION

Course Code PP516

See Political Training

PROFESSIONAL SKILLS DEVELOPMENT FOR COMMUNITY LIAISON OFFICE COORDINATORS (CLO)

Course Code PD515

See Overseas Living

INTRODUCTION TO WORKING IN AN EMBASSY

Course Code PN113

For information call (703) 302-6996

This course introduces employees of U.S. Government agencies to the structure and mission of United States embassies and consulates overseas. It is designed to assist them in working successfully in a diplomatic environment. Course segments are designed to make participants more productive and effective members of the embassy team by helping them to prepare for their first overseas assignments.

Participants learn:

- The work of an embassy or consulate.
- The role of the Ambassador.
- Protocol and representation.
- Cross-cultural issues.
- Administrative support.
- Working with Foreign Service Nationals.
- Crisis Management.

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Knowledge of Foreign Cultures
- ✓ Professional Standards
- ✓ Representation Skills
- ✓ Social Perceptiveness

Audience:

All USG employees who are going overseas for the first time.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
02/27/03	02/28/03	2 days	0001
04/03/03	04/04/03	2 days	0002
05/22/03	05/23/03	2 days	0003

Begin	End	Length	Section
06/19/03	06/20/03	2 days	0004
07/17/03	07/18/03	2 days	0005
08/07/03	08/08/03	2 days	0006
08/28/03	08/29/03	2 days	0007

FY 04

10/09/03	10/10/03	2 days	0001
----------	----------	--------	------

Additional course sessions determined on an as-needed basis.

Minimum/Maximum: 10/50

Tuition: \$190

ORIENTATION FOR CIVIL SERVICE EMPLOYEES

Course Code PN105

For information call (703) 302-6996.

This course introduces new Civil Service employees to the operations, policies, and programs of the Department of State. It is designed to assist new employees in understanding the structure and goals of the Department, and where they fit in that structure.

Participants learn:

- The Department's role in the foreign affairs community.
- Career development.
- Employee responsibilities.
- Personnel policies.
- Security procedures.
- EEO Awareness.

OPM Competencies Addressed:

- ✓ Customer Service
- ✓ Integrity/Honesty
- ✓ Technical Credibility

Audience:

All new Civil Service employees.

Schedule:

8:30 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/30/02	11/01/02	3 days	0001
12/04/02	12/06/02	3 days	0002
02/05/03	02/07/03	3 days	0003
03/19/03	03/21/03	3 days	0004
05/14/03	05/16/03	3 days	0005
09/15/03	09/19/03	5 days*	0006
09/24/03	09/26/03	3 days	0007
FY 04			
11/05/03	11/07/03	3 days	0001
12/10/03	12/12/03	3 days	0002

*Presidential Management Interns (PMIs) Session.

Additional course sessions determined on an as-needed basis.

Minimum/Maximum: 10/50

Tuition: \$290

ORIENTATION FOR FOREIGN SERVICE OFFICERS

Course Code PG101

For information call (703) 302-6996.

Through a series of activities, including lectures, small group exercises, case studies, and simulations, participants are introduced to the profession of diplomacy, the work of the foreign affairs agencies, and the mission of the Foreign Service.

Participants learn to:

- Introduce and enhance the core skills required of a diplomat.
- Help prepare for the practical demands and rigors of Foreign Service life.

- Enhance a sense of professionalism, responsibility, service, and esprit de corps.
- Develop an understanding of the terms of employment and the goals of the career development system.

FS Precepts Addressed:

- ✓ Adaptability
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Knowledge of Foreign Cultures
- ✓ Openness to Dissent
- ✓ Oral Communication
- ✓ Performance Management and Evaluation
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Professional Standards
- ✓ Representation Skills
- ✓ Social Perceptiveness
- ✓ Teamwork
- ✓ Written Communication

Audience:

All new Foreign Service Officers. Restricted Enrollment – Contact Orientation Division for information.

Schedule:

8:30 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/04/02	12/20/02	7 weeks	0001
01/13/03	02/28/03	7 weeks	0002
03/10/03	04/25/03	7 weeks	0003
05/05/03	06/20/03	7 weeks	0004
06/30/03	08/15/03	7 weeks	0005
09/08/03	10/24/03	7 weeks	0006
FY 04			
11/03/03	12/19/03	7 weeks	0001

Minimum/Maximum: 15/98

Tuition: \$4,100

ORIENTATION FOR FOREIGN SERVICE SPECIALISTS

Course Code PN106

For information call (703) 302-6996.

Through a series of lectures and interactive exercises, this course introduces new Foreign Service Specialists to the work of the Department and other foreign affairs agencies. It is mandatory for all new Foreign Service Specialists.

Participants learn to:

- Explain the mission of the Foreign Service.
- Assist specialists in understanding their role.
- Help prepare for the practical demands and rigors of Foreign Service life.
- Enhance a sense of professionalism, responsibility, service, and esprit de corps.
- Develop an understanding of the terms of employment.

FS Precepts Addressed:

- ✓ Team Work
- ✓ Adaptability
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Knowledge of Foreign Cultures
- ✓ Oral Communication
- ✓ Performance Management and Evaluation
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Professional Standards
- ✓ Representational Skills

Audience:

All new Foreign Service Specialists. Restricted Enrollment – Contact Orientation Division for information.

Schedule:

9:00 a.m. to 4:30 p.m.

**Occasional daily field trips will require an earlier start and/or a later conclusion.*

Dates:

Begin	End	Length	Section
FY 03			
10/21/02	11/08/02	3 weeks	0001
01/27/03	02/14/03	3 weeks	0002
02/24/03	03/14/03	3 weeks	0003
03/24/03	04/11/03	3 weeks	0004
04/21/03	05/09/03	3 weeks	0005
05/19/03	06/06/03	3 weeks	0006
07/14/03	08/01/03	3 weeks	0007
09/22/03	10/10/03	3 weeks	0008
FY 04			
10/20/03	11/07/03	3 weeks	0001

Minimum/Maximum: 15/75

Tuition: \$1,450

WASHINGTON TRADECRAFT

Course Code PT203

For information call (703) 302-6996

This course is mandatory for Foreign Service officers returning for their first tour in the Department and is appropriate for Civil Service employees and Foreign Service Specialists whose positions require a great deal of inter-bureau, or interagency collaboration. It is an excellent course for Presidential Management Interns. The goal of the course is to help students learn how to be an effective player in the Washington arena.

Participants learn :

- The role of the Department of State in foreign policy development and implementation.
- The relationship of the Department to other Federal agencies, and to Capitol Hill.
- How to navigate the intra-Department, interagency clearance process.
- How work gets done in the Department.
- Equal Employment Opportunity.

OPM Competencies Addressed:

- ✓ Influence/Negotiation
- ✓ Oral Communication
- ✓ Political Savvy
- ✓ Written Communication

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Management of Resources
- ✓ Openness to Dissent
- ✓ Operational Effectiveness
- ✓ Oral Communication
- ✓ Persuasion and Negotiation
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Written Communication

Audience:

For Foreign Service Officers during their first tour in Washington and for appropriate Civil Servants and Foreign Service Specialists. It is suggested that officers take the course within the first three months of assignment.

Prerequisite:

None.

Schedule:

8:30 a.m. to 5:00 p.m.

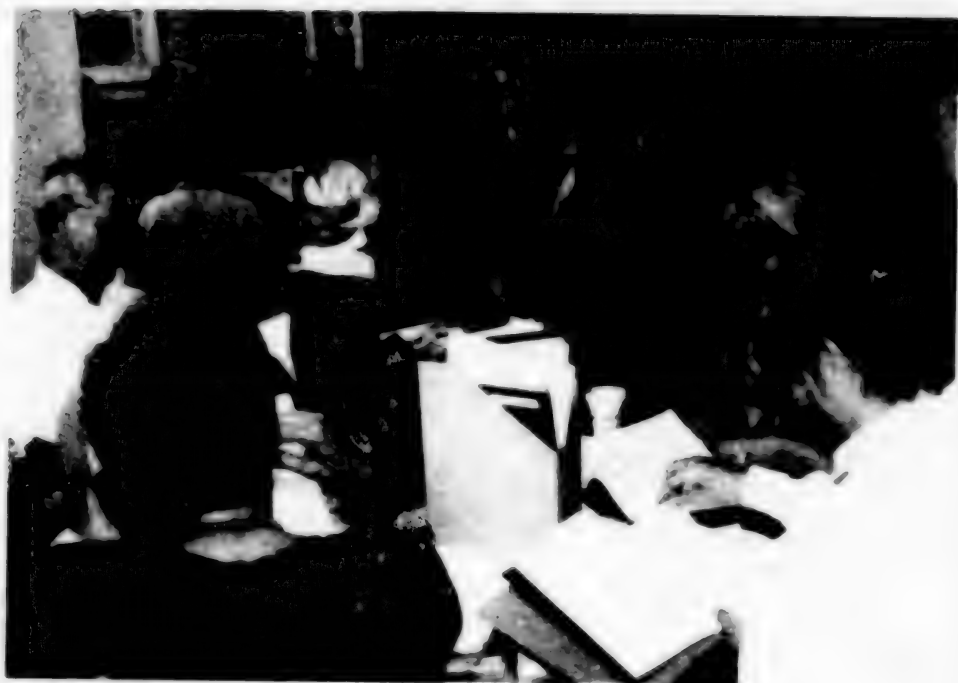
Dates:

Begin	End	Length	Section
FY 03			
10/21/02	10/25/02	5 days	0001
03/03/03	03/07/03	5 days	0002
06/23/03	06/27/03	5 days	0003
07/21/03	07/25/03	5 days	0004
08/18/03	08/22/03	5 days	0005
09/08/03	09/12/03	5 days	0006
09/29/03	10/03/03	5 days	0007
FY 04			
10/27/03	10/31/03	5 days	0001

Additional courses to be determined on an as-needed basis.

Minimum/Maximum: 10/25

Tuition: \$480



PROFESSIONAL SKILLS DEVELOPMENT FOR COMMUNITY LIAISON OFFICE COORDINATORS (CLO)

Course Code PD515

This seven-day course is designed for new Community Liaison Office Coordinators to examine the responsibilities of their position and to develop program management skills.

Participants learn to:

- Define the role of CLO as a professional member of the Administrative team.
- Understand the CLO's role in eight areas of responsibility.
- Utilize knowledge of resources available in Washington and at post to achieve program objectives.

Audience:

All New Community Liaison Office Coordinators (CLO).

Prerequisites:

Participants must be working as a CLO at post.

Schedule:

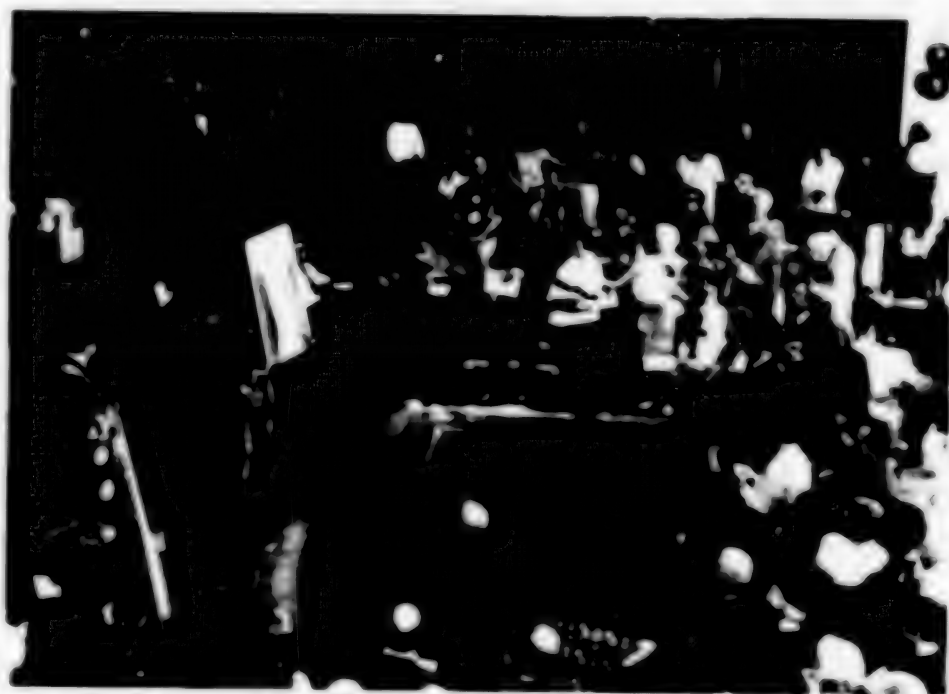
8:15 a.m. to 5:00 p.m. (one-hour lunch).

Dates:

Begin FY 03	End	Length	Section
09/15/03	09/23/03	7 days	0001
09/29/03	10/07/03	7 days	0002

Minimum/Maximum: 30/35

Tuition: \$3,150



ARMS CONTROL AND NONPROLIFERATION

Course Code PP203

For information call (703) 302-7184.

Sessions on contemporary arms control and nonproliferation issues provide an authoritative, condensed, and practical overview of this dynamic policy area. The workshop also provides an introduction to what students can expect when serving on one of the delegations, negotiation concepts and cross-cultural awareness. Presentations by experts in and outside government review recent developments and link them to historical controversies about national security policies.

Participants learn:

- How arms control and nonproliferation fit into current national security policy
- Contemporary implementation and verification issues
- Emerging policy priorities
- Congressional and NGO perspectives
- Major multilateral arms control and nonproliferation fora and issues
- Competing interagency perspectives
- Basic concepts of negotiation

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ External Awareness

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information

Audience:

Arms control and nonproliferation professionals who desire an update, or individuals moving into a job that requires some knowledge of arms control or nonproliferation. This class is for officers and staff of the Department of State, DoD, DoE, and other agencies of Grades FO-4 through 1, GS-9 through 15, FP-4 through 1 or military equivalent. Senior officers are also welcome.

Clearance:

SECRET

Clearance must be indicated on training form.

Schedule:

9:00 a.m. to 4:15 p.m.

Dates:

Begin	End	Length	Section
FY03			
01/27/03	01/31/03	1 week	0001

Minimum/Maximum: 15/25

Tuition: \$700

CONGRESSIONAL RELATIONS

Course Code PP204

For information call (703) 302-7184

Examines the role of Congress in the foreign policy process and how domestic pressures affect the manner in which that role is carried out. Also looks at how the Department of State is structured to deal with Congress and considers how the Department might work more effectively with the Congress. Meetings with Executive Branch personnel who work with Congress, a day of appointments on the Hill plus sessions with outside experts, provide an overview of the Executive Branch's relations with Congress on foreign policy issues (with a primary focus on State Department issues).

Participants learn:

- How the Department of State is structured to deal with Congress
- How Congress organizes and carries out its legislative work
- The role and function of the Congress in foreign affairs
- The role of congressional staffers and their relations with the Executive Branch

- The role and function of Non-Governmental Organizations and lobbyists as they relate to the Congress and foreign affairs.
- How to locate and use information about current legislative actions.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Political Savvy

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Professional Expertise

Audience:

The prime audience is State Department officials including Pearson Fellows who will be assigned to Capitol Hill, or to congressional liaison functions, plus other Executive branch officials working directly with Congress. But the course is also geared towards the needs of Foreign Service, Civil Service, national security personnel, or others who have more general needs to understand the role of the Congress in foreign affairs. Senior officials are also welcome.

Schedule:

9:00 a.m. to 4:15 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/30/02	11/01/02	3 days	(001)
03/05/03	03/07/03	3 days	(002)
FY 04			
10/29/03	10/31/03	3 days	(001)

Minimum/Maximum: 15/25

Tuition: \$420

FSN POLITICAL TRAINING

Course Code PP217

This two-week course is designed to help political specialist Foreign Service Nationals gain a greater understanding of how their work supports Washington end-users, define more ways to add value to their sections, and to improve their contribution to the embassy mission by upgrading job-related skills.

Participants will learn:

- Through a series of consultations, gain a clear idea of U.S. foreign policy priorities in their countries.
- Learn how the Department of State is structured and how the interagency process works.
- Learn how U.S. values and institutions affect foreign policy (including the role of Congress).
- Improve drafting skills and knowledge of formats.
- Sharpen interviewing and oral briefing skills.
- Learn to use the Internet as a research tool and instrument of public diplomacy.
- Improve ability to manage up.

Audience:

Foreign Service Nationals serving in political sections.

Schedule:

The course will be offered at least once a year and possibly more often depending on funding. An announcement cable will be sent at least two months before the start of each session. Students will be selected by FSI's Political Training Division based on nominations from the field. DS 755s will not be accepted for this course.

Minimum/Maximum: 20/24

Tuition: \$1,400

GLOBAL ISSUES

Course Code PPS10

*See Global and Multilateral Issues***HUMAN RIGHTS IN THE
FOREIGN POLICY PROCESS**

Course Code PPS17

*See Global and Multilateral Issues***INTELLIGENCE AND
FOREIGN POLICY**

Course Code PP212

For information call (703) 802-7184.

Explores the role of the intelligence process in the formulation of U.S. foreign policy by examining the collection and analysis of information, the use of intelligence by policy-makers, and the oversight of intelligence activities by Congress. The primary focus is on how the Department of State and overseas posts use such intelligence and includes the role of the Central Intelligence Agency, Defense Intelligence Agency, National Security Agency, and the Bureau of Intelligence and Research (INR) and other intelligence agencies in the process.

Participants learn:

- The differing interagency perspectives of the intelligence community institutions.
- How information is collected, analyzed, and processed for policy makers.
- Congressional oversight of intelligence activities.
- The relationship between intelligence and the policy process at senior levels.
- Current issues concerning evolution of the intelligence process.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Strategic Thinking
- ✓ Political Savvy

FS Concepts Addressed:

- ✓ Critical Thinking
- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Openness to Dissent
- ✓ Professional Expertise

Audience:

Interested personnel in all foreign affairs, national security, and intelligence agencies. This class is open to officers and staff of the Department of State, AID, DoD and other agencies concerned with foreign affairs of Grades FO-4 through 1, GS-9 through 15; FP-4 through 1 or military equivalent. Senior officers are also welcome.

Clearance:

SECRET

Clearance must be indicated on training form.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/1/02	12/1/02	3 days	0001
04/09/03	04/11/03	3 days	0002
FY 03			
12/10/03	12/12/03	3 days	0001

Minimum/Maximum: 15/25**Tuition:** \$420

ADVANCED NEGOTIATION

Course Code PP515

See Negotiation

INL ORIENTATION

Course Code PP218

See Global and Multilateral Issues

**INTERNATIONAL CONFLICT:
DIPLOMACY**

Course Code PP517

See Global and Multilateral Issues

**INTERNATIONAL CONFLICT:
PEACE OPERATIONS**

Course Code PP514

See Global and Multilateral Issues

**INTERNATIONAL CONFLICT
WORKSHOP:
PREVENTION TO INTERVENTION**

Course Code PP519

See Global and Multilateral Issues

**INTERNATIONAL NEGOTIATION:
ART AND SKILLS**

Course Code PP501

See Negotiation

**INTERNATIONAL TERRORISM:
UNDERSTANDING THE THREAT
AND FORMULATING A RESPONSE**

Course Code PP521

See Global and Multilateral Issues

LABOR OFFICER SKILLS

Course Code PL103

See Global and Multilateral Issues

LABOR RIGHTS REPORTING

Course Code PL104

See Global and Multilateral Issues

MULTILATERAL DIPLOMACY

Course Code PP211

See Global and Multilateral Issues

POLITICAL-MILITARY AFFAIRS

Course Code PP505

For information call (703) 302-7184.

Examines the broad scope of political-military work and how it relates to broader national security policy.

Participants learn:

- The nature and diversity of political-military work, and the role of the political-military officer.
- The function and role of the Bureau of Political-Military Affairs in the Department of State, including the significance of changes made in the context of integration of ACDA into the State Department and the restructuring in the Office of the Under Secretary for Arms Control and International Security.
- The function and role of the Pentagon in formulating and implementing national security policy. The course will also cover the role of the JCS, OSD, and POLADS in the process.
- Contemporary issues, including export controls, de-mining, security assistance, and regional security policies.
- About the State-Defense interface.
- Differing interagency perspectives.

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

Foreign Service, Civil Service, national security, and military personnel in jobs that involve political/military issues. Priority is given to officers and staff of the Department of State, AID, DoD and other agencies of grades FO-4 through 1, GS-9 through 15, FP-4 through 1 or military equivalent. Senior officers are also welcome.

Clearance:

SECRET. Clearance must be indicated on training form.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
06/23/03	06/26/03	4 days	0001

Minimum/Maximum: 15/25

Tuition: \$560

POLITICAL/ECONOMIC TRADECRAFT

Course Code PG140

For information call (703) 302-7184.

This three-week course, featuring key elements from the Political Tradecraft and Economic Tradecraft courses, prepares officers for their first assignment to a joint Political/Economic section or a small post entailing both economic and political responsibilities. Emphasis is on the development of core skills.

Participants will learn:

- Assess and advocate U.S. policy goals as part of the strategic plan process.
- Reporting and analysis of political, economic, and commercial trends.
- Integrating economic and political issues.
- Briefing, public speaking, note taking, and making demarches.
- Developing host-country contacts.
- Drafting cables and memoranda.
- Using Excel spreadsheets to present and analyze economic data.
- Understand the current context of global issues such as terrorism and human rights.

Much of the course material is related to each student's country of onward assignment. Course coordinators will utilize a combination of individual assignments and exercises, interactive exercises, case studies, panel presentations, and discussions.

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Job Information
- ✓ Oral Communication
- ✓ Problem Solving and Decision Making
- ✓ Persuasion and Negotiation
- ✓ Professional Responsiveness
- ✓ Technical Skills
- ✓ Written Communication

Audience:

Foreign Service Officers en route to their first political or economic assignment abroad.

Schedule:

8:30 a.m. to 4:30 p.m.

Dates:

Begin FY 03	End	Length	Section
11/12/02	12/04/02	3 weeks	0001
01/06/03	01/24/03	3 weeks	0002
03/17/03	04/04/03	3 weeks	0003
05/12/03	05/30/03	3 weeks	0004
06/09/03	06/27/03	3 weeks	0005
06/23/03	07/11/03	3 weeks	0006
07/28/03	08/15/03	3 weeks	0007
09/02/03	09/19/03	3 weeks	0008
FY 04			
11/12/03	12/03/03	3 weeks	0001

Minimum/Maximum 15/30

Tuition \$2,550

**POPULATION, REFUGEE AND
MIGRATION OFFICERS:
ORIENTATION**

Course Code PP516

A four-day workshop that will provide an intensive overview of the international population policy and refugee/migration policy and program portfolios. Course design includes a combination of program and policy briefings as well as practical hands-on exercises for managing multi-faceted programs of international and non-governmental organizations which serve as USG partners.

Participants learn to:

- Discuss administration policy in one or

more of the areas of population, refugees, and migration.

- Manage multilateral and bilateral project assistance
- Coordinate with other USG and with international and non-governmental organizations in population policy and refugee/migration policy and programs.

For more information contact PRM/EX at (202) 663-1044

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

This course is for employees who will serve in positions in the Bureau of Population, Refugees, and Migration (PRM) in Washington and for those who will carry the PRM portfolio at posts abroad.

Dates:

Begin FY 03	End	Length	Section
09/02/03	09/05/03	4 days	0001

Minimum/Maximum: 8/25

Tuition: \$560

POPULATION, REFUGEES, AND MIGRATION OFFICERS M&E WORKSHOP

Course Code PP518

Using a case study of a refugee crisis from flight to repatriation, integration, or resettlement, this five-day workshop prepares officers for monitoring and evaluating a broad range of refugee policies and programs. The Workshop combines theory with practical skills and tools for monitoring and evaluating specific assistance sectors such as protection, health, water, and sanitation

Participants learn:

- M&E Framework: planning, programming, monitoring, and evaluation
- How to apply "People-Oriented-Planning" analysis to refugee policy and programs
- The Bureau's Methods, tools and skills used in needs assessments, monitoring, and evaluations
- How to analyze appeals and proposals for funding
- How to formulate strong objectives and indicators
- How to monitor organizational and financial management capacity
- How to effectively gather and analyze information for evaluations, in Washington or in the field
- How to monitor and evaluate specific assistance sectors such as protection, health, food, water, and sanitation

For more information contact PRM/EX at (202) 663-1044

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Knowledge
- ✓ Problem Solving and Decision Making
- ✓ Professional Expertise

Audience:

This course is required for PRM staff in Washington and abroad who monitor and evaluate refugee programs as part of their normal work duties.

Prerequisite:

Ideally, participants will have taken PRM's Orientation Workshop (PP516) before enrolling in the M&E Workshop.

Schedule:

8:30 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
12/09/02	12/13/02	5 days	(001)
FY04			
12/08/03	12/12/03	5 days	(001)

Minimum/Maximum: 15/25

Tuition: \$700

OPM Competencies Addressed:

- ✓ External Awareness
- ✓ Problem Solving
- ✓ Strategic Thinking



ANALYZING AND INTERPRETING PERFORMANCE MEASUREMENT DATA

Course Code PD532

Participants in this one-day course work with real data to develop the knowledge and skills to understand the meaning and implications of performance data as it relates to specific goals and outcomes.

Participants learn to:

- Recognize the strengths and limitations of different types of data
- Create an argument or inferential chain for relating various types of data to outcome

OPM Competencies Addressed:

- ✓ Problem Solving
- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Critical Thinking
- ✓ Problem Solving and Decision Making

Audience:

Foreign and Civil Service employees of the Department of State and other agencies, especially those needing to demonstrate program effectiveness. Appropriate for Foreign Service Nationals.

Prerequisite:

Strategic Planning and Performance Measurement (PD529).

Schedule:

Offered by special request to intact work groups.

Minimum/Maximum: 15/30

Tuition: \$630

COLLECTING AND MEASURING PERFORMANCE DATA

Course Code PD531

This one-day course addresses effective methods of collecting and maintaining data related to specific indicators of performance.

Participants learn to:

- Determine appropriate data for a performance indicator
- Create instruments for collecting different types of data
- Collate and maintain data in a usable form

OPM Competencies Addressed:

- ✓ Technical Credibility

FS Precepts Addressed:

- ✓ Information Gathering and Analysis

Audience:

Foreign and Civil Service employees of the Department of State and other agencies, especially those needing to demonstrate program effectiveness. Appropriate for Foreign Service Nationals.

Prerequisite:

Strategic Planning and Performance Measurement (PD529).

Schedule:

Offered by special request to intact work groups.

Minimum/Maximum: 15/30

Tuition: \$630

PROGRAM PLANNING AND ASSESSMENT

EVALUATION DESIGN WORKSHOP

Course Code PD518

Need to do a survey or assess a program? This two-day course leads you through the process of effectively evaluating almost anything. Participants work with their own projects and develop a plan for doing an evaluation, a critical part of any program. Prior experience in developing program or training objectives is helpful to get the most benefit from the workshop.

Participants learn to:

- Write clear and precise evaluation objectives for a course or program.
- Select appropriate methodology to achieve the evaluation objectives.

OPM Competencies Addressed:

- ✓ Accountability

FS Precepts Addressed:

- ✓ Critical Thinking

Audience:

Trainers, program administrators, or others tasked with assessing the value or impact of a program. Appropriate for Foreign Service Nationals.

Prerequisite:

None. Design experience or Training Design Workshop (PD512) is helpful.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates:

Begin	End	Length	Section
FY03			

12/05/02	12/06/02	2 days	(001)
----------	----------	--------	-------

Date will be posted by course announcement. Also available by request to groups of eight or more.

Minimum/Maximum: 8/25

Tuition: \$1,260

EVALUATION TOOLS WORKSHOP

Course Code PD519

This course helps participants develop the tools for gathering information about training effectiveness and impact as specified in an evaluation plan.

Participants learn to:

- Create a variety of evaluation instruments including tests, surveys, and questionnaires.
- Implement evaluation methodologies so that evaluation objectives are met.

OPM Competencies Addressed:

- ✓ Accountability

FS Precepts Addressed:

- ✓ Critical Thinking

Audience:

Trainers, program administrators, or others tasked with assessing the value or impact of a training program.

Prerequisite:

Course design and evaluation experience or Evaluation Design Workshop (PD518).

Schedule:

8:30 a.m. to 3:30 p.m. Offered once a year.

Dates:

Available by request to groups of six or more.

Minimum/Maximum: 6/25

Tuition: \$1,890

MANAGEMENT CONTROLS WORKSHOP

Course code PA137

See Administration

STRATEGIC PLANNING AND PERFORMANCE MEASUREMENT

Course Code PD529

See Leadership/Management

PUBLIC DIPLOMACY TRADECRAFT

Course Code PY100

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsiweb.fsi.state.gov> for the most current course information.

Public Diplomacy Tradeecraft forms the core of public diplomacy training. It actually consists of ten individual courses, or "modules," drawn from the Public Diplomacy Training Division curriculum. Public Diplomacy Tradeecraft provides a general overview of the Public Diplomacy functional core and an introduction to the tools, resources, knowledge, skills, and insights required for successful Public Diplomacy strategies overseas.

Participants will learn to:

- Explain the role of Public Diplomacy and responsibilities of Public Diplomacy Officers within the State Department and at an overseas mission.
- Understand and explain the relationship and differences between public diplomacy, traditional diplomacy and public affairs, and their complementary contributions to the advancement of U.S. national interests.
- Prepare and deliver effective speeches and presentations to the public and to confidently deal with the media in rehearsed and unrehearsed encounters in order to effectively advance U.S. national interests; help prepare others for the same.
- Identify the public diplomacy programs, products, services, and resources which best support the conduct of public diplomacy overseas under a variety of circumstances.
- Develop basic skills for management of Public Diplomacy resources.

- Design broad strategic plans to anticipate and respond to public diplomacy challenges.

FS Precepts Addressed:

- ✓ Institutional Knowledge
- ✓ Job Information
- ✓ Knowledge of Foreign Cultures
- ✓ Management of Resources
- ✓ Oral Communication
- ✓ Professional Expertise
- ✓ Professional Responsiveness
- ✓ Representational Skills
- ✓ Social Perceptiveness
- ✓ Technical Skills
- ✓ Written Communication

Audience:

The course is designed for Foreign Service Officers preparing for their first assignments in Public Diplomacy positions overseas. However, the course is also appropriate as a refresher for foreign affairs agency employees already serving in public diplomacy, public affairs and other cones, both in the U.S. and overseas, as well as individuals who require a better understanding of public diplomacy as practiced overseas. Where appropriate, students may elect to sign up only for one or more of the individual course modules numbered PY101 through PY112, however, priority placement in the individual course modules will be given to students who are registered for the entire three-week Tradeecraft Course.

Prerequisite:

None

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin FY 03	End	Length	Section
11/12/02	12/30/02	3 weeks	0001
03/17/03	04/04/03	3 weeks	0002

PUBLIC DIPLOMACY

Begin	End	Length	Section
FY 03			
07/07/03	07/25/03	3 weeks	003
08/11/03	08/20/03	3 weeks	004
FY 04			
10/27/03	11/18/03	3 weeks	001

Minimum/Maximum: 10/24

Tuition: \$4,250

LEADING STAFF AND MANAGING RESOURCES FOR PUBLIC DIPLOMACY

Course Code PY 101

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY 100).

Public Diplomacy officers, even in their first overseas tours, are usually required to manage resources and supervise staffs of Foreign Service Nationals. This one day course module is designed to sensitize students to the challenges of organizing and motivating a diverse workforce and to develop awareness of cultural diversity, leadership models, and problem-solving techniques to more effectively deal with a variety of personnel issues. Students will also develop skills for prioritizing and budgeting public diplomacy resources.

OPM Competencies Addressed:

- ✓ Problem Solving
- ✓ Interpersonal Skills
- ✓ Decisiveness
- ✓ Conflict Management

FS Precepts Addressed:

- ✓ Professional Responsiveness
- ✓ Management of Resources
- ✓ Performance Management and Evaluation

Audience:

Foreign Service Officers assigned to Public Diplomacy positions overseas.

Prerequisite:

None, however, since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY 100), priority placement in this individual course module will be given to students who are registered for the entire, three-week Tradecraft Course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/22/02	11/22/02	1 day	001
03/28/03	03/28/03	1 day	002
07/18/03	07/18/03	1 day	003
08/22/03	08/22/03	1 day	004
FY 04			
11/07/03	11/07/03	1 day	001

Minimum/Maximum: 06

Tuition: \$570

SPEECHWRITING AND PRESENTATION SKILLS

Course Code: PY102

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fwweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This one-day workshop focuses on how to prepare and deliver a speech. The focus is on developing appropriate content, composition, and delivery, including suggestions for enhancing presentations. By the end of this course, students will be able to craft a speech that ensures the core message is conveyed. Also covered are tips on writing and editing speeches for others (e.g., Ambassadors) as well as coaching someone else to deliver a speech. Students participate in practical exercises that include preparation of a short speech and delivery on camera, with feedback and constructive criticism on the presentation provided by the trainer.

OPM Competencies Addressed:

- ✓ Oral Communication
- ✓ Written Communication

FS Precepts Addressed:

- ✓ Oral Communication
- ✓ Written Communication

Audience:

Public Diplomacy officers and others who are frequently called upon to deliver remarks before audiences or on camera, and those who draft or edit speeches and presentations for others.

Prerequisite:

None, however, since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/27/02	11/27/02	1 day	0001
04/03/03	04/03/03	1 day	0002
07/24/03	07/24/03	1 day	0003
08/28/03	08/28/03	1 day	0004
FY04			
11/17/03	11/17/03	1 day	0001

Minimum/Maximum: 06

Tuition: \$280

THE ROLE OF THE SPOKESPERSON/ HOW THE MEDIA WORK

Course Code: PY103

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fwweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This one-day workshop provides participants with the basic skills necessary to understand and interact effectively with the media. Participants will learn about the

basic organization and operation of the media, media ground rules, and common practices. By the end of the course, students will better understand the media's motivations, and their expectations of a spokesperson. Key areas addressed include the "Do's and Don'ts" for a spokesperson and the rationale behind organizing press events. Participants practice the skills learned in the course during mock press conferences, with the instructor providing constructive criticism.

OPM Competencies Addressed:

- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Job Information
- ✓ Oral Communication

Audience:

Information Officers, Public Diplomacy officers bound for one- and two-officer Public Diplomacy posts, first-time PD officers, and others who have frequent contact with the media.

Prerequisite:

None, however, since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week Public Diplomacy Tradecraft Course.

Schedule:

8:30 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/25/02	11/25/02	1 day	(001)
03/31/03	03/31/03	1 day	(002)
07/21/03	07/21/03	1 day	(003)
08/25/03	08/25/03	1 day	(004)

Begin	End	Length	Section
FY04			
11/12/03	11/12/03	1 day	(001)

Minimum/Maximum: (06)

Tuition: \$280

DEALING WITH THE ELECTRONIC MEDIA

Course Code PY104

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsiweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This one-day workshop teaches students how to work effectively with the electronic media, with emphasis on broadcast television. The course teaches techniques for effectively preparing to appear on television as a USG spokesperson, as well as tips for coaching someone else to face the camera. Emphasis is placed on thorough preparation, "how to develop a message" and creating effective "sound bites" which ensure that the core public diplomacy message is delivered to the public through the media. A key component of the course is a mock on-camera interview, with constructive feedback provided by the instructor.

OPM Competencies Addressed:

- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Oral Communication

Audience:

Information Officers, Public Diplomacy officers bound for one- and two-officer Public Diplomacy posts, first-time PD officers, Ambassadors, DCMs, and other Foreign Affairs employees who are likely to explain USG policy before electronic media.

Prerequisite:

The Role of the Spokesperson/How the Media Works (PY103), since both PY103 and PY104 are also two of the ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in these two course modules will be given to students who are registered for the entire three-week Tradecraft Course.

Schedule:

8:30 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/27/02	11/27/02	1 day	001
04/01/03	04/01/03	1 day	002
07/22/03	07/22/03	1 day	003
08/26/03	08/26/03	1 day	004
FY04			
11/13/03	11/13/03	1 day	001

Minimum/Maximum: 0/6

Tuition: \$280

ADMINISTERING PUBLIC DIPLOMACY OPERATIONS OVERSEAS

Course Code PY105

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsiweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This two-day course emphasizes the skills and knowledge needed by Public Diplomacy officers to effectively direct Public Diplomacy operations at overseas posts. Students learn about the special regulatory authorities, responsibilities of Public Affairs Officers and administrative and working relationships between the Public Affairs Section and other Sections and agencies within an overseas mission. Topics covered include: budget and budget cycles; overseas employment issues; grants and recycling of funds; procurement; and general administrative issues.

OPM Competencies Addressed:

- ✓ Financial Management
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Job Information
- ✓ Operational Effectiveness
- ✓ Management of Resources

Audience:

Foreign Service Officers assigned to Public Diplomacy positions overseas.

Prerequisite:

None, however, priority placement in this

course module will be given to students who are registered for the entire three-week Tradecraft Course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/20/02	11/21/02	2 days	0001
03/26/03	03/27/03	2 days	0002
07/16/03	07/17/03	2 days	0003
08/20/03	08/21/03	2 days	0004
FY04			
11/05/03	11/06/03	2 days	0001

Minimum/Maximum: 06

Tuition: \$570

PUBLIC DIPLOMACY AND INFORMATION TECHNOLOGY

Course Code PY106

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsiweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This one-day course addresses the most important technology topics of interest to Public Diplomacy officers. The training focuses on some of the key programs, products and services of the State Department's Office of International Information Program (IIP), including

Information Resource Centers, the IIP international website and access to other USG websites, resources on USG policy, and USG broadcasting. Students learn about the effectiveness of Digital Video Conferencing as a programming tool, as well as tips on designing and managing an embassy web site. In this course module students will learn the importance of maintaining an effective database for managing and maintaining contacts with a broad range of key host nation institutions and individuals. The course also provides an overview of the information technology updates under development for Public Diplomacy operations as well as the capabilities and limitations of information technology available at overseas missions.

OPM Competencies Addressed:

✓ Technology Management

FS Precepts Addressed:

- ✓ Information Gathering and Analysis
- ✓ Job Information
- ✓ Technical Skills

Audience:

Foreign Service Officers assigned to overseas or domestic Public Diplomacy positions. It is also appropriate for other Department of State employees who require a better understanding of Public Diplomacy. (NOTE: State Department employees outside the Public Diplomacy cone who are interested in information technology, websites and the Internet should consider taking Foreign Policy Internet Resources (PY202) or Internet Research for Domestic Staff (PY208).

Prerequisite:

None, however, it is strongly recommended that Foreign Service Officers assigned to Public Diplomacy positions overseas also take Public Diplomacy Programs, Products and Services (PY107) in conjunction with this course.

Since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week Tradecraft Course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/18/02	11/18/02	1 day	001
03/24/03	03/24/03	1 day	002
07/14/03	07/14/03	1 day	003
08/18/03	08/18/03	1 day	004
FY 04			
11/03/03	11/03/03	1 day	001

Minimum/Maximum: 06

Tuition: \$280

PUBLIC DIPLOMACY PROGRAMS, PRODUCTS AND SERVICES

Course Code PY107

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://finweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This course introduces Department of State employees to the vast array of Public Diplomacy programs, products, services, and activities of the Bureau of Educational and Cultural Affairs (ECA) and the Office of

International Information Programs (IIP). By the end of the course, participants will be able to describe the major Public Diplomacy tools, identify those that would be most appropriate and effective in responding to a variety of U.S. policy objectives, and incorporate them into a basic public diplomacy strategy. Methods for measuring and tracking program results are also discussed.

FSI Precepts Addressed:

- ✓ Job Information
- ✓ Information Gathering and Analysis

Audience:

Foreign Service Officers assigned to Public Diplomacy positions overseas and in Washington. This course is also appropriate for other Department of State employees who require a better understanding of Public Diplomacy.

Prerequisite:

None; however, it is also strongly recommended that Foreign Service Officers assigned to Public Diplomacy positions overseas take Public Diplomacy and Information Technology (PY106) in conjunction with this course.

Since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week Tradecraft Course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/14/02	11/15/02	2 days	001
03/19/03	03/21/03	3 days	002
07/09/03	07/11/03	3 days	003
08/13/03	08/15/03	3 days	004

PUBLIC DIPLOMACY

Begin FY 04	End	Length	Section
10/29/03	10/31/03	3 days	0001

Minimum/Maximum: 0/6

Tuition: \$570

PUBLIC DIPLOMACY PRACTICE AND THEORY

Course Code PY109

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://lsweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

This course is an introduction for newcomers to the field of public diplomacy, as well as a refresher for those who have already served in public diplomacy positions. It provides an overview of the concepts and conduct of public diplomacy and examines the structure of the State Department Bureau of Educational and Cultural Affairs, Office of International Information Programs, and Bureau of Public Affairs. Students will explore how public diplomacy contributes to the strategic planning, implementation, and achievement of foreign policy goals and objectives. Emphasis is placed on the roles of Public Diplomacy Officers and the day-to-day Public Diplomacy operations at U.S. missions. The course considers the broadening influence of non-governmental actors in foreign affairs and how governmental officials can address this phenomenon. Participants are also exposed to the impact and influence of foreign public opinion.

FS Precepts Addressed:

- ✓ Job Information
- ✓ Institutional Knowledge
- ✓ Information Gathering and Analysis

Audience:

Foreign affairs employees newly assigned to Public Diplomacy positions and any Department of State employee who requires a broad understanding of the role and functions of Public Diplomacy. This course is also appropriate for Public Diplomacy Officers who are transferring from Cultural Affairs Officer positions to Information Officer positions (or vice versa) within the Public Diplomacy cone. Public Diplomacy Practice and Theory (PY109) may also be taken as relevant "refresher" for Public Diplomacy Officers who are returning to Public Diplomacy positions after one or more tours of service in another cone.

Prerequisite:

None; however, since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week Tradecraft Course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin FY 03	End	Length	Section
11/12/02	11/13/02	2 days	0001
03/17/03	03/18/03	2 days	0002
07/07/03	07/08/03	2 days	0003
08/11/03	08/12/03	2 days	0004
FY 04			
10/27/03	10/28/03	2 days	0001

Minimum/Maximum: 0/6

Tuition: \$850

PLANNING AND IMPLEMENTING PUBLIC DIPLOMACY STRATEGIES

Course Code PY111

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsiweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

During this highly interactive course incorporating both case study and simulation through role play, participants will develop public diplomacy strategies to address short term and long term policy goals and objectives in response to foreign policy situations presented in case study format. Participants will analyze public diplomacy options, explore the role of interagency coordination in the decision making process, and experiment with various approaches to dealing with foreign publics, institutions and media in order to develop and implement strategic plans that support U.S. foreign policy goals and national interests.

Audience:

Foreign Service Officers assigned to Public Diplomacy, Political, or Economic positions overseas; principal officers and DCMs; office directors, deputy office directors, and desk officers in domestic positions; Civil Service employees assigned to Public Diplomacy positions; others interested in incorporating Public Diplomacy considerations into the strategic planning process.

Prerequisites:

None; however, some prior Foreign Service training or experience with the operations of an overseas mission or the Department of State would be useful background for course

participants. Since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week Tradecraft Course.

OPM Competencies Addressed:

- ✓ Problem solving
- ✓ Interpersonal Skills
- ✓ Decisiveness
- ✓ Oral Communication
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Oral Communication
- ✓ Job Information
- ✓ Information Gathering and Analysis
- ✓ Institutional Knowledge
- ✓ Critical Thinking
- ✓ Problem Solving and Decision Making

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/02/02	12/02/02	1 day	0001
04/02/03	04/02/03	1 day	0002
07/23/03	07/23/03	1 day	0003
08/27/03	08/27/03	1 day	0004
FY 04			
11/14/03	11/14/03	1 day	0001

Minimum/Maximum: 0/6

Tuition: \$280

CULTURAL PROGRAMMING OVERSEAS

Course Code PY112

Note: The Public Diplomacy curriculum is undergoing revision. Please consult the on-line FSI Course Catalog on the Department of State OpenNet at <http://fsiweb.fsi.state.gov> for the most current course information.

This course is one of ten modules comprising the three-week Public Diplomacy Tradecraft Course (PY100).

Declining funding for cultural programming overseas, especially programming of American artists and performers, means that Public Diplomacy Officers must be creative in seeking out collaboration with (and funding from) non-USG sources. This course will explain the role of cultural programming in the context of support for the overall goals and objectives of an overseas mission. It will also explore the opportunities for—and limitations of—collaboration with inter-agency, corporate, host nation and non-USG partners in the planning and implementation of the full range of cultural and exchange programming. By the end of this course, participants will be able to justify programming the arts overseas and identify potential funding sources and mechanisms for such programs.

OPM Competencies Addressed:

- ✓ Problem Solving
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Job Information
- ✓ Institutional Knowledge
- ✓ Critical Thinking
- ✓ Problem Solving and Decision Making
- ✓ Management of Resources
- ✓ Professional Expertise
- ✓ Innovation

Audience:

Cultural Affairs Officers and Public Affairs Officers.

Prerequisites:

None; however, since this course is also one of ten modules comprising Public Diplomacy Tradecraft (PY100), priority placement in this course module will be given to students who are registered for the entire three-week Tradecraft Course.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/19/02	11/19/02	1 day	0001
03/25/03	03/25/03	1 day	0002
07/15/03	07/15/03	1 day	0003
08/19/03	08/19/03	1 day	0004
FY 04			
11/04/03	11/04/03	1 day	0001

Minimum/Maximum: 0/6

Tuition: \$280

FOREIGN POLICY INTERNET RESOURCES

Course Code PY202

Need policy guidance fast? This one-day course offers participants hands-on training to help them find online information to address and support foreign policy needs. The class will introduce students to the information products and services, publications, web sites, and internal and external databases of the Public Diplomacy section that are now part of the State officer's arsenal.

Participants will learn about:

- The Washington File.
- Public Diplomacy Web Sites.
- PDQ (Public Diplomacy Query).
- Reference Services.
- Article Alert.
- Media Reaction and the Operations.
- Electronic Journals.
- DVCs and TPCs (digital video and telepress conferencing).
- Government and NGO Information on the Internet.
- Public Diplomacy Commercial Databases (e.g., Dow Jones, Lexis Nexis, FirstSearch).

OPM Competencies Addressed:

- ✓ Technology Management

FS Precepts Addressed:

- ✓ Job Information
- ✓ Information Gathering and Analysis
- ✓ Institutional Knowledge

Audience:

Designed for all Foreign Service Officers in State and other foreign affairs agencies and for Civil Service employees whose work responsibilities focus on foreign policy issues. Public Diplomacy officers will also find the course useful to update their knowledge of information resources.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY03			
11/06/02	11/06/02	1 day	0001
03/06/03	03/06/03	1 day	0002
04/29/03	04/29/03	1 day	0003
08/19/03	08/19/03	1 day	0004
Begin	End	Length	Section
FY04			
10/30/03	10/30/03	1 day	0001

Minimum/Maximum: 10/24

Tuition: \$280

INTERNET RESEARCH FOR DOMESTIC RESEARCH NEEDS

Course Code PY208

Need policy guidance? Need to find U.S., foreign government, or NGO information on the Internet? This course will offer all the substance of Foreign Policy Internet Resources (PY202) but is slanted specifically towards Civil Service or Foreign Service employees with research needs that are not related to foreign policy issues or are not directly connected with policy support to overseas embassies. Participants in the course will submit their research interests to the course coordinator in advance of the session, so that the course can be tailored around their needs.

Participants will learn:

- Public Diplomacy Web Sites.
- The Washington File.

- PDQ (Public Diplomacy Query).
- Electronic Journals.
- Article Alerts and Advance Documents.
- URLs.
- Media Reaction and the Ops Center.
- Public Diplomacy Commercial Databases (Dow Jones, Lexis Nexis).
- Government and NGO Information on the Internet.

OPM Competencies Addressed:

- ✓ Technology Management

FS Precepts Addressed:

- ✓ Job Information
- ✓ Information Gathering and Analysis
- ✓ Institutional Knowledge

Audience:

Designed for Foreign Service Officers and Civil Service employees involved in research for domestic use. Research topics should be submitted to the trainers at the time of registration.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
10/18/02	10/18/02	1 day	0001
02/18/03	02/18/03	1 day	0002
FY 04			
10/14/03	10/14/03	1 day	0001

Minimum/Maximum: 10/24

Tuition: \$280

ADMINISTERING PUBLIC DIPLOMACY GRANTS AND COOPERATIVE AGREEMENTS

Course Code PY220

This course provides the knowledge required for the duties of a Grants Officer as it relates to the Public Diplomacy mission. It is a requirement for all Public Diplomacy officers who will be substantially involved in pre-award and post-award assistance processes.

Participants learn to:

- Choose the most appropriate federal assistance instrument in various situations.
- Identify the legal authorities governing federal assistance programs.
- Perform the responsibilities of the Grants Officer within each of the phases of the assistance process in accordance with regulations.

OPM Competencies Addressed:

- ✓ Financial Management
- ✓ Strategic Thinking

FS Precepts Addressed:

- ✓ Job Information
- ✓ Operational Effectiveness
- ✓ Management of Resources

Audience:

This course is required for all Foreign Service Officers assigned to Public Diplomacy positions overseas who will be involved in the grants process as well as those that must meet the mandatory twenty-four hour training requirement for eligibility for a Grants Officer warrant. It is highly recommended for Administrative-conned officers, since they must often work closely with Public Diplomacy officers on the implementation and processing of grants and cooperative agreements.

PUBLIC DIPLOMACY

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
12/04/02	12/06/02	3 days	0001
04/07/03	04/09/03	3 days	0002
07/28/03	07/30/03	3 days	0003
09/02/03	09/04/03	3 days	0004
FY 04			
11/19/03	11/21/03	3 days	0001

Minimum/Maximum: 10/24

Tuition: \$850

NEW TRENDS IN PUBLIC DIPLOMACY

Course Code PY230

This course is a graduate-level seminar in the theory and practice of Public Diplomacy designed to give senior and mid-level employees a broad-based philosophical overview of the evolving role of Public Diplomacy. Through a series of interactive lectures and workshops, this course will offer both a contemporary and a conceptual view of Public Diplomacy as it influences—and is influenced by—foreign audiences, along with a look at how information technology is fundamentally changing the conduct of both public and traditional diplomacy.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Job Information
- ✓ Technical Skills

Audience:

Primary audience: Senior and Mid-Level Officers in the Public Diplomacy cone.
Secondary audience: Senior and Mid-Level Foreign Service and Civil Service employees from the Department of State and other agencies.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			
06/09/03	06/11/03	3 days	0001
08/04/03	08/06/03	3 days	0002

Minimum/Maximum: 10/24

Tuition: \$850

FACING THE CAMERAS

Course Code PY240

This course, for senior State Department officials, will: enhance their abilities to communicate effectively on camera; improve their speaking skills; and help them project a confident, persuasive image in interviews with the print and electronic media.

Participants learn to:

- Speak dynamically on camera and before the members of the press without reading from a prepared text.
- Interact confidently with representatives of both print and electronic media.
- Learn the rules of engagement with the press, how to answer tough questions, and how to maintain composure in stressful media situations.
- Formulate quotable statements and effective sound bites for TV and radio interviews and news conferences.

OPM Competencies Addressed:

- ✓ Oral Communication

FS Precepts Addressed

- ✓ Oral Communication

Audience:

Limited to senior State Department officials.

Prerequisite:

None.

Schedule:

This one-day course is offered on request

Minimum/Maximum: 1/5

Tuition: \$910

PUBLIC DIPLOMACY BASICS

Course Code PY113

This course is designed for Junior Officers who are not enrolled in the three-week Public Diplomacy Tradecraft Course. It should normally be taken following junior officer training and prior to an officer's first overseas assignment. It is designed to give new Foreign Service officers an understanding of public diplomacy's role in the successful implementation of U.S. foreign policy objectives and how public diplomacy affects their work overseas and in Washington.

Participants will:

- Understand the rationale behind the practice of public diplomacy and basic public diplomacy concepts.
- Recognize how public diplomacy is relevant to their own roles and responsibilities.
- Develop basic public diplomacy skills appropriate to their assignments.
- Be able to apply those concepts and skills to their work in overseas missions and in Washington.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Technology Management

FS Precepts Addressed:

- ✓ Job Information
- ✓ Institutional Knowledge
- ✓ Information Gathering and Analysis

Audience:

The course is recommended for junior officers. Note: This course is NOT intended to be a substitute for the three-week Public Diplomacy Tradecraft Course. Any officer serving for the first time in a Public Diplomacy position should still take the full, three-week Tradecraft Course.

Prerequisite:

None.

Schedule:

9:00 a.m. to 4:30 p.m.

Dates:

Begin	End	Length	Section
FY 03			

10/21/02	10/23/02	3 days	0001
----------	----------	--------	------

(more course offerings will be added for FY 03)

Minimum/Maximum: 10/30**Tuition:** \$850**FSN PUBLIC DIPLOMACY TRAINING**

All Public Diplomacy FSNs receive, as part of their training, orientation to U.S. cultural values, society, and government, as well as an orientation to the Department of State, including relevant geographic and functional bureaus. Outside of Washington each group has professional programming similar to an International Visitor Program.

FSN EXCHANGES PROGRAM

Course Code PY204

This course is designed to increase participants' understanding of Public Diplomacy exchange programs through discussions with key officers involved and direct exposure to the process. The training will include sessions with the International Visitor and Academic Exchange program offices and their related programming agencies, the Office of Citizen Exchanges, as well as IIP geographic and thematic offices. Trainees will have a professional International Visitor type program in two U.S. cities outside of Washington. They will also attend the National Council for International Visitors conference.

Audience:

Foreign Service Nationals serving overseas in Public Diplomacy functions who work with Public Diplomacy Exchange Programs.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m.

PUBLIC DIPLOMACY

Dates:

Begin	End	Length	Section
FY03			
03/01/03	03/26/03	3 weeks	0001

Minimum/Maximum: 10/25

Tuition: \$9,660

FSN CURRENT ISSUES PROGRAM

Course Code PY205

This course is designed to increase FSNs' understanding of contemporary "big picture" issues through direct contact with American institutions involved in foreign policy analysis and formulation. Trainees will have discussions with a variety of American experts, both USG and non-USG, on key topics of critical interest to current American foreign policy. They will visit two additional U.S. cities for professional programming during the third week of the program to learn more about how foreign policy issues are viewed from regional perspectives.

Audience:

Senior Public Diplomacy FSNs, PD FSNs working on speaker programs, and other Public Diplomacy FSNs who would benefit from analysis of the critical issues of current importance to the conduct of American foreign policy.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
04/12/03	05/04/03	3 weeks	0001

Minimum/Maximum: 10/25

Tuition: \$9,600

FSN INFORMATION RESOURCE CENTER PROGRAM

Course Code PY206

This course is for Information Resource Center staff. It is designed to increase understanding of the United States, its culture and its institutions, and the public policy issues on which IRC staffers provide research and outreach services. This program aims to increase knowledge of content and skills in the use of U.S. government and commercial electronic information resources. Part of the training will be at a graduate school of library science, and participants will attend the Special Libraries Association Annual Conference.

Audience:

Public Diplomacy FSNs working in Information Resource Centers.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY03			
05/17/03	06/13/03	3 weeks	0001

Minimum/Maximum: 10/25

Tuition: \$9,600

FSN INFORMATION/MEDIA PROGRAM

Course Code PY207

This course is designed to increase participants' understanding of current press and media work in the Department of State, new trends in the practice of American journalism, and contemporary American views on political, social, and cultural issues. Participants will receive practical training to sharpen their skills in dealing with the press. During the third week of the program the group will travel to two additional U.S. cities where they will visit a major newspaper, a school of journalism, and meet representatives of state and local government and NGOs in order to better understand the diversity of domestic views.

Audience:

Public Diplomacy FSNs working in the information section on media relations.

Prerequisite:

None.

Schedule:

9:00 a.m. to 5:00 p.m.

Dates:

Begin	End	Length	Section
FY 03			
11/02/02	11/24/02	3 weeks	0001

Minimum/Maximum: 10/30**Tuition:** \$9,600**FSN ONLINE WRITING LAB (OWL)**

Course Codes PY210D, PY211D, PY212D

These highly popular writing courses for the Department's Foreign Service National staff include intermediate and advanced writing courses that focus on grammar and vocabulary, as well as advanced writing courses that target writing and vocabulary development through learning about U.S. society and culture. OWL courses give FSN employees an opportunity to work at their desks on personalized lessons reflecting authentic writing requirements. Each course runs from two to three months in duration. The lessons require four to five hours of work per week, with at least one hour per week of the employee's time during work hours. These courses are conducted by e-mail. Internet access is not required.

All Embassy sections have the opportunity to nominate OWL participants in response to a cable solicitation which is usually sent out in late summer. More than 350 slots will be open to FSN trainees in FY-03. The Public Diplomacy training division will make final selections based on a balance of geographic and functional criteria.

Audience:

The OWL course is open to all Department of State non-native-English-speaking FSNs desiring to improve their writing skills, as follows:

PY210D, an intermediate writing course, is for FSNs whose reading and writing ability is between FSI 1+ and 2.

PY211D, a high intermediate/advanced writing course, is for FSNs whose reading and writing ability is between FSI 2 and 2+.

PY212D, an advanced/American Studies writing course, is for FSNs whose reading

and writing ability is between FSI 2+ and 3, or higher.

Prerequisite:

None.

Schedule:

Courses generally begin in late October/early November and run for a year. Schedule is announced via worldwide cable to all posts.

Minimum/Maximum: 10/25 (each course)

Tuition: \$350

**FSN WEB-BASED
ENGLISH LANGUAGE TRAINING**

NOTE: FSI Public Diplomacy Training Division offers Internet and Intranet-based independent English language study to all FSNs, through the "Grammar Lessons on the Web (GLOW)" web site. No permission, nomination, or enrollment procedure is required for any FSN to access the 30 self-graded grammar lessons on the OpenNet (DOS "Intranet") at <http://fsiweb.fsi.state.gov/spas/pdi/glow/> or on the Internet at <http://www.tullyet.net/glow>.

RETIREMENT PLANNING SEMINAR

Course Code RV101

This seminar offers useful information for life after retirement. Experts in various fields will discuss financial and estate planning, tax issues, social security, annuities, and health and well being. The Financial Management and Estate Planning Seminar (R103) and the Annuities, Benefits and Social Security Seminar (RV104) are embedded in the Retirement Planning Seminar. Concurrent registration is not required.

Prerequisite:
None.

Audience:
Department of State employees who are within five years of retirement eligibility, their spouses, and other U.S. Government employees and their spouses.

Schedule:
The Shultz Center, Arlington, Virginia.
9:00 a.m. to 4:00 p.m.
Registration starts at 8:15 a.m. every day.

Dates:

Begin FY 03	End	Length	Section
12/03/02	12/06/02	4 days	(001)
02/25/03	02/28/03	4 days	(002)
04/29/03	05/02/03	4 days	(003)
06/17/03	06/20/03	4 days	(004)
07/29/03	08/01/03	4 days	(005)
09/30/03	10/03/03	4 days	(006)
FY 04			
12/02/03	12/05/03	4 days	(001)
02/24/04	02/27/04	4 days	(002)
04/27/04	04/30/04	4 days	(003)
06/15/04	06/18/04	4 days	(004)
07/27/04	07/30/04	4 days	(005)
09/29/04	10/01/04	4 days	(006)

Minimum/Maximum: 75/180

Registration:

Send a DS-755 or a SF-182 to the FSI Office of the Registrar. Registration deadline is two (2) weeks before the beginning of the seminar. Spouses are required to register.

Tuition: \$540

JOB SEARCH PROGRAM

Course Code RV102

This program helps participants acquire the skills and knowledge needed to be successful in a job search through an intensive learning experience of individual/group training and counseling. It offers a wide variety of outside speakers and other activities to aid in the decisions of what to do after retirement and how to go about finding a job. The course emphasizes skill assessment, resume preparation, interviewing techniques, and networking.

Prerequisite:
Retirement Planning Seminar (RV101).

Audience:
Foreign Service and Civil Service employees who are retiring or being involuntary separated (other than for cause).

Schedule:

Length of the program varies from one to two months depending on classification and agency. One-month workshop for all participants. Remainder of time spent in individual job search.

Dates:

Begin FY 03	End	Length	Section
03/03/03	04/30/03	2 months	(001)
06/04/03	09/30/03	2 months	(002)

RETIREMENT

Begin FY 04	End	Length	Section
10/06/03	11/30/03	2 months	0001
03/01/04	04/30/04	2 months	0002
06/02/04	09/30/04	2 months	0003

Minimum/Maximum: 30/100

Registration:

Send a DS-755 or a SF-182 to the FSI Office of the Registrar. Registration deadline is three (3) weeks before the beginning of the program.

Tuition: \$3,230

FINANCIAL MANAGEMENT AND ESTATE PLANNING SEMINAR

Course Code RV103

This one-day seminar is intended to assist personnel who are in mid-career. It provides basic knowledge of financial management and estate planning. Participants learn about gathering data, setting goals, choosing strategies, designing a portfolio, choosing investments, monitoring progress, power of attorney, living trusts, revocable trusts, living wills, and probate.

Prerequisite:

None

Audience:

Employees who want to learn about the nuts and bolts of financial and estate planning.

Schedule:

The Shultz Center, Arlington, Virginia.
9:00 a.m. to 4:00 p.m.
Registration starts at 8:15 a.m.

Dates:

Begin FY 03	End	Length	Section
12/05/02	12/05/02	1 day	0001
02/27/03	02/27/03	1 day	0002
05/01/03	05/01/03	1 day	0003
06/19/03	06/19/03	1 day	0004
07/31/03	07/31/03	1 day	0005
FY 04			
10/02/03	10/02/03	1 day	0001
12/04/03	12/04/03	1 day	0002
02/26/04	02/26/04	1 day	0003
04/29/04	04/29/04	1 day	0004
06/17/04	06/17/04	1 day	0005
07/29/04	07/29/04	1 day	0006
09/30/04	09/30/04	1 day	0007

Minimum/Maximum: 1/20

Registration:

Send a DS-755 or a SF-182 to the FSI Office of the Registrar. Registration deadline is two (2) weeks before the beginning of the seminar.

Tuition: \$110

ANNUITIES, BENEFITS AND SOCIAL SECURITY SEMINAR

Course Code RV104

This seminar is designed to assist employees in understanding their federal civil service or foreign service annuities and social security benefits. Participants learn how to estimate their annuities, lump-sum payments, Thrift Savings Plan, and Life and Health insurance coverage. They also learn how their Social Security retirement benefit is calculated, how the Pension Offset and the Windfall Elimination Provision affect their benefits, and how work after retirement may affect their Social Security benefits.

Prerequisite:

None

Audience:

Employees who want to learn how their benefits are computed.

Schedule:

The Shultz Center, Arlington, Virginia.

9:00 a.m. to 4:00 p.m.

Registration starts at 8:15 a.m.

Dates:

Begin	End	Length	Section
FY03			
12/04/02	12/04/02	1 day	0001
02/26/03	02/26/03	1 day	0002
04/30/03	04/30/03	1 day	0003
06/18/03	06/18/03	1 day	0004
07/30/03	07/30/03	1 day	0005
FY04			
10/01/03	10/01/03	1 day	0001
12/03/03	12/03/03	1 day	0002
02/25/04	02/25/04	1 day	0003
04/28/04	04/28/04	1 day	0004
06/16/04	06/16/04	1 day	0005
07/28/04	07/28/04	1 day	0006
09/29/04	09/29/04	1 day	0007

Minimum/Maximum: 1/20

Registration:

Send a DS-755 or a SF-182 to the FSI Office of the Registrar. Registration deadline is two (2) weeks before the beginning of the seminar.

Tuition: \$110



SECURITY OVERSEAS SEMINAR (SOS)

Course Code MQ911

For information call (703) 302-7269 or e-mail at ESISOS@state.gov.

All employees and family members need to know how to adapt to a dangerous world. This course brings together security experts to give guidance on personal preparations.

Participants learn:

- To identify safety and security issues facing employees and family members overseas.
- To identify safety and security contingency planning activities.
- To identify ways to utilize safety and security personnel and other resources appropriately.

Audience:

Mandatory for foreign affairs agency personnel prior to the first overseas assignment; highly recommended for spouses and other USG employees. These are adult sessions not designed for children.

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

See Youth SOS (MQ914) for information concerning concurrent offerings.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/08/02	2 days	0001
10/21/02	10/22/02	2 days	0002
11/18/02	11/19/02	2 days	0003
12/02/02	12/03/02	2 days	0004
01/06/03	01/07/03	2 days	0005
02/03/03	02/04/03	2 days	0006
03/03/03	03/04/03	2 days	0007
03/24/03	03/25/03	2 days	0008
04/07/03	04/08/03	2 days	0009
05/05/03	05/06/03	2 days	0010
05/19/03	05/20/03	2 days	0011
06/09/03	06/10/03	2 days	0012

Begin	End	Length	Section
06/23/03	06/24/03	2 days	0013
07/14/03	07/15/03	2 days	0014
07/28/03	07/29/03	2 days	0015
08/11/03	08/12/03	2 days	0016
08/25/03	08/26/03	2 days	0017
09/15/03	09/16/03	2 days	0018

Minimum/Maximum: 10/150

Tuition: \$350 per non-State Department employee or unaccompanied family member. Eligible Family Members of an enrolled USG employee may attend at no charge.

SECURITY OVERSEAS SEMINAR, ADVANCED (ASOS)

Course Code MQ912

For information call (703) 302-7269 or e-mail at ESISOS@state.gov.

The advanced security course utilizes the experience of veteran employees to provide a focused update of security skills. It is offered only to those who have taken the two-day Security Overseas Seminar.

Participants learn:

- To identify new safety and security issues facing employees and family members overseas.
- To discuss safety and security contingency plans.
- Ways to utilize safety and security personnel and other resources available to members of the foreign affairs community.

Audience:

Fulfills mandatory requirement for foreign affairs agency personnel to take the SOS program every five years; highly recommended for spouses and other USG employees. These are adult sessions not designed for children.

Prerequisite:

Security Overseas Seminar (MQ911).

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

See Youth SOS (MQ914) for information concerning concurrent offerings.

Dates:

Begin FY 03	End	Length	Section
10/29/02	10/29/02	1 day	0001
11/26/02	11/26/02	1 day	0002
12/10/02	12/10/02	1 day	0003
01/14/03	01/14/03	1 day	0004
02/25/03	02/25/03	1 day	0005
03/11/03	03/11/03	1 day	0006
03/18/03	03/18/03	1 day	0007
04/22/03	04/22/03	1 day	0008
05/13/03	05/13/03	1 day	0009
06/03/03	06/03/03	1 day	0010
07/08/03	07/08/03	1 day	0011
07/22/03	07/22/03	1 day	0012
08/19/03	08/19/03	1 day	0013
09/23/03	09/23/03	1 day	0014

Minimum/Maximum: 10/160

Tuition: \$170 per non-State Department employee or unaccompanied family member. Eligible Family Members of an enrolled USG employee may attend at no charge.

SECURITY OVERSEAS SEMINAR, YOUTH (YSOS)

Course Code MQ914

For information call (703) 302-7269 or e-mail at ESISOS@state.gov.

In this one-day course Foreign Service family members in grades two through twelve will explore safety and security threats they might face in an overseas environment and identify resources to protect themselves.

Participants:

- Identify security resources.
- Apply general security rules to overseas life.

Audience:

Foreign Service family members in grades two through twelve. Classes are divided by age group.

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

Offered concurrently with Security Overseas Seminar (MQ911) or Security Overseas Seminar, Advanced (ASOS) (MQ912).

Dates:

Begin FY 03	End	Length	Section
02/22/03*	02/22/03	1 day	0001
06/10/03	06/10/03	1 day	0002
06/24/03	06/24/03	1 day	0003
07/08/03	07/08/03	1 day	0004
07/15/03	07/15/03	1 day	0005
07/22/03	07/22/03	1 day	0006
07/29/03	07/29/03	1 day	0007
08/12/03	08/12/03	1 day	0008

*Saturday courses for grades 6-12 only; offered for those who are scheduled for departure prior to summer sessions.

Minimum/Maximum: 5/75

Tuition: No charge for student whose parent is attending Security Overseas Seminar (MQ911) or Security Overseas Seminar, Advanced (MQ912) as an employee.

SECURITY OVERSEAS SEMINAR FOR TEMPORARY DUTY PERSONNEL (TDY SOS)

Course Code MQ913

For information call (703) 302-7269 or
e-mail at ESISOS@state.gov.

Employees new to international business travel learn vital information about personal security, terrorism, surveillance, and other security concerns.

Audience:

Employees from all USG agencies who travel abroad on TDY status. These are adult sessions not designed for children.

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

Dates:

Begin FY 03	End	Length	Section
10/07/02	10/07/02	1 day	0001
10/21/02	10/21/02	1 day	0002
12/02/02	12/02/02	1 day	0003
01/06/03	01/06/03	1 day	0004
02/03/03	02/03/03	1 day	0005
03/03/03	03/03/03	1 day	0006
04/07/03	04/07/03	1 day	0007
05/05/03	05/05/03	1 day	0008
06/09/03	06/09/03	1 day	0009
06/23/03	06/23/03	1 day	0010
07/14/03	07/14/03	1 day	0011
07/28/03	07/28/03	1 day	0012
08/11/03	08/11/03	1 day	0013
08/25/03	08/25/03	1 day	0014
09/14/03	09/14/03	1 day	0015

Minimum/Maximum: 1/75

Tuition: \$170

FIRE SAFETY

Course Code MQ920

Building on fire safety lessons learned in Security Overseas Seminar (MQ911) and Advanced Security Overseas Seminar (MQ912), this self-study course delivers fire safety tips, resources, and regulations directly to your desktop PC via an interactive multimedia program on CD-ROM.

Participants learn:

- Physiological and psychological reactions to fire and smoke.
- Common causes of overseas fires.
- How to use a fire extinguisher.
- Tips for home, office and hotel fire safety.
- Departmental regulations and resources.

This course is available on *InfoLearn* CD-ROM, part of the *InfoExpress* series that is distributed quarterly to all posts. See your Systems Administrator if you do not have a copy of *InfoLearn*. Instructions to access the course are included on the CD-ROM.

Audience:

USG employees and Eligible Adult Family Members. Also suitable for Foreign Service National employee training.

Schedule:

Using the CD-ROM, students may take the course at post at their convenience. See post-administrative officer, information management officer, or POSHO for access to the CD-ROM. Upon successful completion of the course, students must follow directions included in the module for submission of the certificate to receive credit for the course.

Tuition: No charge



**MULTIMEDIA SELF-STUDY
LANGUAGE PROGRAM**

Course Code L_920

Multimedia Self-Study provides individuals with access to study materials in a given language, including videotapes, videodiscs, multimedia instructional programs, and other learning resources. FSI's Multimedia and Library Services staff provides technical support.

Please contact the Office of Multimedia and Library Services at (703) 302-7153 regarding current materials availability in the Multimedia Center. The range of resources varies considerably from language to language.

Multimedia Self-Study involves no teacher contact. If you wish to have the assistance of a language teacher during your self-study program, please consult with the School of Language Studies about the possibility of tutorial guidance (see the Language Studies section of this catalog).

Audience:

Government employees in the Washington Metropolitan Area who have a job-related need to learn or refresh foreign language skills, but who cannot attend regular meetings with FSI instructional personnel. A DS-755 is required.

Prerequisite:

None.

Dates:

Ongoing.

Tuition: \$55/week**SELF-STUDY
LANGUAGE PROGRAM**

Course Code L_930

This program provides self-study language instruction in selected languages based on textbooks and audiotapes that are or have been used in FSI classes. Although the materials provided by FSI are designed for classroom use, they may benefit the motivated self-study student. Potential students are encouraged to contact the appropriate Language Training Supervisor for advice regarding text selection. Available languages include Amharic, Arabic, Azerbaijani, Bengali, Bosnian, Bulgarian, Burmese, Cambodian (Khmer), Cantonese Chinese, Mandarin Chinese, Chinyanja, Croatian, Czech, Dari, Finnish, French, Fula, German, Greek, Hausa, Hebrew, Hungarian, Igbo, Indonesian, Italian, Japanese, Kirundi, Kituba, Korean, Lao, Lingala, Luganda, More, Polish, Portuguese, Russian, Serbian, Shona, Slovak, Spanish, Swahili, Swedish, Thai, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese and Yoruba. Please call the Office of Multimedia and Library Services (703) 302-7153 to inquire about obtaining materials.

Registered students receive a copy of the foreign language textbook and are authorized to copy the audiotapes corresponding to the textbook in the FSI cassette duplication facility. (Registrants provide their own blank audiotapes.)

Audience:

Only government employees in the Washington Metropolitan Area who have a job-related need to learn or refresh foreign language skills are eligible for this program. Government employees overseas should refer to their Post Language Program. A DS-755 is required to register for this course.

Prerequisite:

None.

Schedule:

One language per 90-day period

Dates:

Ongoing

Tuition: \$110

**HOW TO BE A
CERTIFYING OFFICER**

Course Code PA291

This correspondence course is a primer for the person serving as a Certifying or Alternate Certifying Officer at post.

Participants learn to:

- Apply financial regulations to the work of certifying payments from official funds.
- Describe the nature of personal financial liability associated with the certifying function.
- Review and approve for payment various financial documents.
- Read and interpret fiscal data (strip codes).
- Recognize how and when to challenge the validity of questionable vouchers.

Audience:

American direct-hire personnel performing Certifying Officer or Alternate Certifying Officer duties at overseas posts. It is especially recommended for any employee who will serve as Alternate Certifying Officer, but who does not have a background in financial management work.

Prerequisite:

Ability to read and write English.

Schedule:

Students have sixty (60) days from receipt of course materials to complete the course work and return the materials to FSI for grading.

Tuition: \$140

**HOW TO BE A CONTRACTING
OFFICER REPRESENTATIVE**

Course code PA130

This course provides an overview of the responsibilities and duties of a COR. This course is an excellent alternative for those students who cannot attend classroom COR Training (Contracting Officer Representative (Pre-Award) (PA174) and Contracting Officer Representative (Post-Award) (PA175)). Students must complete a final examination in order to receive credit for this course.

Participants learn to:

- Describe the duties and limits of authority of a COR.
- Develop a statement of work.
- Oversee contractor performance.
- Identify what is a contract change.
- Describe the standards of conduct for a COR.

Audience:

Especially designed for employees designated as a Contracting Officer's Representative and/or assigned to oversee contractor performance.

Prerequisite:

Ability to read and write English.

Schedule:

Students have sixty (60) days from receipt of course materials to complete the course work and return materials to the FSI for grading.

Tuition: \$140

HOW TO WRITE A STATEMENT OF WORK

Course Code PA134

This course is an excellent primer on how to develop and write a statement of work for a contract or purchase order. There is no final exam.

Participants learn to:

- Describe the contracting process.
- Distinguish between writing specifications and writing a statement of work.
- Prepare a proper statement of work.

Audience:

Anyone who needs to write a statement of work.

Prerequisite:

Ability to read and write English.

Tuition: \$140

INTRODUCTION TO SIMPLIFIED ACQUISITIONS AND REQUISITIONS OVERSEAS

Course Code PA222

This correspondence course is an intensive introduction to the basic rules and procedures for making simplified acquisitions. The course contains a variety of practical exercises, quizzes, and a final exam that is scored by FSI. To facilitate the learning process, the course requires substantial involvement by the employee's supervisor by way of discussion sessions and coursework reviews.

Participants learn to:

- Prepare requisitions, delivery orders, blanket purchase agreements, purchase

orders, and shipping instructions according to Department guidance.

- Develop procurement plans consistent with post's budget and ICASS performance standards.

Audience:

The primary target audience for this course is locally engaged staff overseas who have procurement responsibilities in their work requirements. Note: the material in this correspondence course essentially duplicates that of the first week of the four-week acquisitions module of the General Services Operations course (PA221) at FSI.

Prerequisite:

Ability to read and write English. In addition, students will need ready access to the basic forms, regulations, catalogs, and other resources used by a typical GSO procurement unit overseas. Computer access with Intranet and Internet connectivity is strongly recommended, as it will enable the student to more easily obtain important regulatory and product information from several key U.S. government acquisitions websites.

Schedule:

Students have ninety (90) days from receipt of course materials to complete the course work and return the final exam to the FSI for grading.

Tuition: \$140

**MANAGEMENT CONTROLS
WORKBOOK**

Course Code PA164

This correspondence course provides an overview of management controls including the legislative and regulatory basis for them, standards and techniques for identifying vulnerabilities in an office, and a detailed explanation of how to perform a management controls review. Included in the workbook are checklists, examples to follow, reproducible forms masters, and detailed step-by-step instructions. Students complete a final examination in order to receive credit for this course.

Participants learn to:

- Define management controls.
- Identify management controls weaknesses.
- Structure a management controls review.
- Develop a corrective action plan.

Audience:

Course is designed for both American and FSN supervisors and managers.

Prerequisite:

Ability to read and write English at the 3/3 level.

Schedule:

Students have sixty (60) days from receipt of course materials to complete the course work and return the materials to the FSI for grading.

Tuition: \$140

**TRAINING FOR OVERSEAS
CASHIERS
(CD-ROM VERSION)**

Course Code PA295

See Distance Learning

**TRAINING FOR OVERSEAS
CASHIER SUPERVISORS**

Course Code PA294

This course is designed for American and FSN cashier supervisors at Foreign Service posts abroad. It addresses the legal responsibilities of both the cashier and the cashier's supervisor, including the latter's oversight of the cashier function. Lessons consist of readings and exercises followed by a simulated cashier reconciliation and a final exam.

Participants learn to:

- Identify the duties and responsibilities of the Class B Cashier.
- Implement management controls.
- Monitor and support cashier operations.
- Conduct cash verifications.

Audience:

Personnel assigned to supervise one or more Class B Cashiers at Foreign Service posts overseas.

Prerequisite:

Ability to read and write English.

Schedule:

Students have sixty (60) days from receipt of course materials to complete the course work and return the materials to the FSI for grading.

Tuition: \$140

**TRAINING FOR OVERSEAS
VOUCHER EXAMINERS**

Course Code PA200

This correspondence course is a basic overview of the procedures and regulations governing voucher examination. Lessons include proper voucher preparation and review, and using regulations and management controls. Most vouchers common to the job are presented in the course. The course contains checklists, exercises, and a final exam.

Participants learn to:

- Review and process vouchers for certification.
- Read and interpret fiscal data.
- Recognize common mistakes in financial documents.
- Describe the process for certifying payments.

Audience:

Personnel performing voucher preparation and audit functions at Foreign Service posts overseas.

Prerequisite:

Ability to read and write English.

Schedule:

Students have sixty (60) days from receipt of course materials to complete the course work and return the materials to the FSI for grading.

Tuition: \$140

**IMMIGRATION LAW AND
VISA OPERATIONS**

Course Code PC102

See Distance Learning

**NATIONALITY LAW AND
CONSULAR PROCEDURES**

Course Code PC103

See Distance Learning

**OVERSEAS
CITIZENS SERVICES**

Course Code PC104

See Distance Learning

**PASSPORT EXAMINERS
CORRESPONDENCE COURSE**

Course Code PC110

See Distance Learning



III Schedule of Courses

BASIC FACILITATION AND DELIVERY SKILLS WORKSHOP

Course Code PD 513

This three-day "hands-on" course is intended for new instructors. Each skill is taught and followed by participants' practice, video playback, and critique. Adult Learning Theory principles are taught and applied throughout the course.

Participants learn to:

- Use techniques for becoming comfortable in front of an audience.
- Facilitate group discussions.
- Implement experiential learning activities.
- Use audio-visual aids to enhance learning.

OPM Competencies Addressed:

- ✓ Creativity and Innovation
- ✓ Continual Learning
- ✓ Oral Communication

FS Precepts Addressed:

- ✓ Active Learning
- ✓ Oral Communication

Audience:

Trainers and training program administrators of the Department of State and other agencies. Appropriate for Foreign Service Nationals.

Prerequisite:

Individuals must be currently training or immediately preparing to train others.

Schedule:

9:00 a.m. to 4:00 p.m.

Offered six times a year or by special request from an office or bureau.

Dates:

Begin FY03	End	Length	Section
1/30/02	10/04/02	3 days	0001
02/26/03	02/28/03	3 days	0002
03/05/03	03/07/03	3 days	0003
05/14/03	05/16/03	3 days	0004
08/06/03	08/08/03	3 days	0005
09/10/03	09/12/03	3 days	0006

Minimum/Maximum: 5/6

Tuition: \$1,890

TRAINING DESIGN WORKSHOP

Course Code PD 512

This three-day course covers the components of a quality design and how learning activities are structured and sequenced to achieve desired training outcomes.

Participants learn to:

- Identify and write performance-based learning objectives.
- Select and organize effective methods for achieving your objectives.
- Format and document a design so that it can be delivered effectively by other trainers.

OPM Competencies Addressed:

- ✓ Continual Learning
- ✓ Creativity and Innovation

FS Precepts Addressed:

- ✓ Active Learning
- ✓ Innovation

Audience:

This workshop is for any Department of State or government personnel charged with the design and delivery of any type of training program. Appropriate for Foreign Service Nationals.

Prerequisite:

Be prepared to bring a current training design to develop in class.

Schedule:

9:00 a.m. to 4:00 p.m.

Offered four times a year, or by special request from an office or bureau.

Dates:

Begin	End	Length	Section
FY 03			
11/06/02	11/08/02	3 days	0001
12/18/02	12/20/02	3 days	0002
01/08/03	01/10/03	3 days	0003
06/18/03	06/20/03	3 days	0004

Minimum/Maximum: 8/16

Tuition: \$1,890

VISUAL AID BASICS

Course Code PD 520

See Communication and Public Speaking

GENERAL INFORMATION

Audience

U.S. Government Employees and Eligible Family Members.

The Transition Center (TC) provides information, training, counseling, and referral services to U.S. Government foreign affairs employees and their families who are preparing for an overseas assignment or returning to the United States, or who are preparing for retirement or separation, other than for cause. The Transition Center consists of three divisions, the Overseas Briefing Center (Information Center), the Training Division, and the Career Transition Center.

The Overseas Briefing Center (Information Center)

The Overseas Briefing Center (Information Center) is located in the Old Main Building (Building E) of the George P. Shultz National Foreign Affairs Training Center, Room E2126. The Information Center is open on a walk-in basis from 8:15 a.m. to 5:00 p.m. each weekday and on selected Saturdays and Wednesday evenings. Call (703) 302-7277 for a schedule of these dates.

Training Division

The Training Division offers a wide range of popular programs and special events designed to meet the diverse needs of employees and family members preparing for an overseas assignment or returning to the U.S.

Registration Information: *Non-tuition Presentations and Workshops* are open to

all U.S. Government employees and their Eligible Family Members (EFMs). Enroll directly by calling the TC at (703) 302-7268, 7269, 7276, or 7277 or FAX (703) 302-7452 or email at FSITCTraining@state.gov.

Courses: There is no tuition for State Department employees or their Eligible Family Members for TC courses. Employees should register through their training officer or personnel technician. State EFMs should register directly with the TC. Non-State employees and family members can enroll in TC courses by submitting an SF-182, with fiscal data and correct billing address, through their training officer to the Registrar at the Foreign Service Institute. Early registration is requested as courses fill quickly. However, from time to time, a course may be canceled if advance registration is low. Please register more than two weeks before the course start date to ensure placement.

Career Transition Center (CTC)

The CTC conducts two flagship programs: the Job Search Program (JSP) (RV102) and the Retirement Planning Seminar (RPS) (RV101). In addition, the CTC offers a one-day Financial Management and Estate Planning Seminar (RV103) and a one-day seminar on Annuities, Benefits and Social Security (RV104). The one-day seminars are embedded in the Retirement Planning Seminar, but may be taken as separate courses. RPS participants need not enroll in RV103 and RV104. For information on these courses, please see *Retirement*.

Basic Courses

COMMUNICATING ACROSS CULTURES

Course Code MQ802

For information call (703) 302-7268.

This course gives hands-on experience in adjusting to variations in cultural values and communication found in overseas life and work.

Note: Especially useful when taken as a companion to Realities of Foreign Service Life (MQ803) and Explaining America (MQ115).

Participants learn to:

- Identify key cultural values as well as those of others.
- Identify personal reactions to cultural differences.
- Identify personal strengths which facilitate cross-cultural communication.
- Explore effective strategies for dealing with cultural diversity.

Audience:

Employees and adult Eligible Family Members from all Federal agencies sending people overseas.

Schedule:

9:00 a.m. to 4:00 p.m. Dates include weekday and Saturday offerings.

Dates:

Begin	End	Length	Section
FY 03			
11/15/02	11/15/02	1 day	0001
03/01/03	03/01/03	1 day	0002
05/31/03	05/31/03	1 day	0003
08/16/03	08/16/03	1 day	0004

Minimum/Maximum: 8/30

Tuition: \$170

EXPLAINING AMERICA

Course Code MQ115

For information call (703) 302-7268.

As a companion course to Communicating Across Cultures (MQ802), this course builds on the theme that by understanding oneself one can better understand others and their differences. Acquaints participants with the major trends in American society today based upon an understanding of the roots of American cultural values. Introduces techniques for responding to the "hard questions" about American society.

Participants learn to:

- Identify and examine their own views and opinions of America.
- Analyze and explaining aspects of America using an understanding of fundamental American values.
- Identify sources for further personal studies of America.
- Develop skills to articulate what it means to be "American" to another culture.

Audience:

Those going overseas who are new to the Foreign Service and those who wish to enhance skills.

Schedule:

9:00 a.m. to 4:00 p.m. Dates include weekday and Saturday offerings.

Dates:

Begin	End	Length	Section
FY 03			
05/10/03	05/10/03	1 day	0001
08/08/03	08/08/03	1 day	0002

Minimum/Maximum: 8/24

Tuition: \$170

PROTOCOL AND U.S. REPRESENTATION ABROAD

Course Code MQ116

For information call (703) 302-7268.

Participants gain practical information about protocol and U.S. representational responsibilities pertinent to foreign service life.

Participants learn:

- To build level of confidence in dealing with protocol issues.
- Rules of protocol.
- The basic rules for representational events.
- Where to obtain protocol resources for further study.

Audience:

This course is especially relevant for employees and spouses new to or unfamiliar with representational responsibilities in the Foreign Service.

Schedule:

9:00 a.m. to 4:30 p.m., Saturday.

Dates:

Begin	End	Length	Section
FY 03			
10/26/02	10/26/02	1 day	0001
11/23/02	11/23/02	1 day	0002
02/22/03	02/22/03	1 day	0003
04/12/03	04/12/03	1 day	0004
06/21/03	06/21/03	1 day	0005
08/23/03	08/23/03	1 day	0006

Minimum/Maximum: 8/40

Tuition: \$170

REALITIES OF FOREIGN SERVICE LIFE

Course Code MQ803

For information call (703) 302-7268.

This course is the basis of the continuum of training designed to build life skills for adult Foreign Service personnel and their family members. Participants learn about the Foreign Service world and focus on what the participant wants to get out of the pending assignment.

Participants learn:

- Various aspects of the Foreign Service lifestyle.
- To identify resources available.

Audience:

Particularly targeted to personnel and spouses new to or unfamiliar with USG service abroad.

Note: See also Communicating Across Cultures (MQ802), Explaining America (MQ115), and Working in an Embassy (PN113).

Schedule:

9:00 a.m. to 4:00 p.m.

Dates include weekday and Saturday offerings.

Dates:

Begin	End	Length	Section
FY 03			
11/02/02	11/02/02	1 day	0001
04/25/03	04/25/03	1 day	0002
06/07/03	06/07/03	1 day	0003
08/02/03	08/02/03	1 day	0004

Minimum/Maximum: 8/24

Tuition: \$170

FIRE SAFETY

Course Code MQ920

*See Distance Learning***SECURITY OVERSEAS SEMINAR (SOS)**

Course Code MQ911

*See Security***SECURITY OVERSEAS SEMINAR, ADVANCED (ASOS)**

Course Code MQ912

*See Security***SECURITY OVERSEAS SEMINAR FOR TEMPORARY DUTY PERSONNEL (TDY SOS)**

Course Code MQ913

*See Security***SECURITY OVERSEAS SEMINAR, YOUTH (YSOS)**

Course Code MQ914

*See Security***Personal Planning Courses****EMERGENCY MEDICAL CARE AND TRAUMA WORKSHOP**

Course Code MQ915

For information call (703) 302-7268.

Medical facilities overseas are often limited in their ability to respond to emergency situations. This hands-on workshop teaches emergency medical care techniques. Knowledge of basic first-aid techniques is helpful, but not required.

Participants learn:

- Patient evaluation, medical triage, and patient movement.
- Key items in the standardized Safehaven Medical Kit.

Attendance:

All foreign affairs agency personnel and adult Eligible Family Members.

Schedule:

9:00 a.m. to 4:30 p.m., Saturday.

Except each August the class will be held on Wednesday.

Dates:

Begin	End	Length	Section
FY03			
10/16/02	10/16/02	1 day	0001
03/08/03	03/08/03	1 day	0002
04/26/03	04/26/03	1 day	0003
05/29/03	05/28/03	1 day	0004
06/28/03	06/28/03	1 day	0005
08/13/03	08/13/03	1 day	0006

Minimum/Maximum: 8/24**Tuition:** \$170

REGULATIONS, ALLOWANCES AND FINANCES IN THE FOREIGN SERVICE CONTEXT

Course Code MQ104

For information call (703) 302-7268.

Experts from the Department of State and other organizations present and discuss options available for those going overseas and/or planning their future (with special emphasis on Eligible Family Members (EFMs) and single personnel).

Participants learn:

- General aspects of retirement and estate planning, savings plans, investments, use of power of attorney forms, wills, definition of legal residence, and other topics from legal and financial experts.
- Selected State Department policies related to allowances, services, and benefits.
- Where to obtain information to make independent decisions in case of an emergency.

Audience:

All foreign affairs agency personnel and their adult Eligible Family Members.

Schedule:

9:00 a.m. to 4:00 p.m., weekday offerings.

Dates:

Begin FY 03	End	Length	Section
12/02/02	12/04/02	3 days	0001
02/11/03	02/13/03	3 days	0002
04/22/03	04/24/03	3 days	0003
06/25/03	06/27/03	3 days	0004

Minimum/Maximum: 8/50

Tuition: \$520

Eligible Family Member Employment Courses

ENGLISH TEACHING SEMINAR: AN EMPLOYMENT OPTION

Course Code MQ107

For information call (703) 302-7268.

This course provides an introduction and overview of materials and methods for teaching English as a second or foreign language.

Participants learn:

- Characteristics and benefits of common ESL/EFL approaches.
- Factors which influence language learning and identify tools to assess the needs.
- To examine and identify classroom management strategies.
- The importance of cultural values and assumptions, their manifestations in the classroom and the need to be sensitive to them in lesson planning and facilitation.
- To identify networking and support for teaching English.

Audience:

All Foreign Service Eligible Family Members or employees who are interested in learning about the field of teaching English as a possible volunteer or employment opportunity in Washington or overseas.

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

Dates:

Begin FY 03	End	Length	Section
12/05/02	12/06/02	2 days	0001
04/01/03	04/02/03	2 days	0002

Minimum/Maximum: 8/24

Tuition: \$520

**MAKING PRESENTATIONS:
FROM DESIGN TO DELIVERY**

Course Code MQ111

For information call (703) 302-7268.

Participants become familiar with elements of training theory and design. Participants practice and gain skills in basic training techniques including the design and delivery of a workshop with particular focus on Foreign Service communities.

Participants learn:

- Various learning styles and their relationship to the experiential learning cycle.
- The components of a five-step training design model.

Audience:

Foreign Service spouses or employees interested in developing and delivering workshops and training sessions in the overseas community or in Washington.

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

Dates:

Begin	End	Length	Section
FY 03			
11/19/02	11/21/02	3 days	0001
05/20/03	05/22/03	3 days	0002

Minimum/Maximum: 6/24**Tuition:** \$520**POST OPTIONS FOR
EMPLOYMENT AND TRAINING
(POET)**

Course Code MQ703

For information call (703) 302-7268.

In this one-day course participants gain information to utilize foreign service experience in forming a comprehensive employment plan.

Participants learn:

- To identify and develop various employment opportunities and necessary training for overseas employment.
- To develop a personal strategy for seeking paid or unpaid professional opportunities overseas.

Audience:

Adult Eligible Family Members of foreign affairs agency personnel.

Schedule:

9:00 a.m. to 4:00 p.m.

Dates include weekday and Saturday offerings.

Dates:

Begin	End	Length	Section
FY 03			
10/24/02	10/24/02	1 day	0001
01/25/03	01/25/03	1 day	0002
03/20/03	03/20/03	1 day	0003
06/05/03	06/05/03	1 day	0004

Minimum/Maximum: 8/24**Tuition:** \$170

TARGETING THE JOB MARKET

Course Code MQ704

For information call (703) 302-7268.

Participants gain information to utilize foreign service experience in forming a comprehensive employment plan.

Participants learn:

- To prepare job search support materials and documents.
- To write an action-oriented sentence about experience which can be used on a resume or job application.
- To use the Internet as a job-search tool.
- Steps to gain employment with the federal government.
- To identify local job resources.
- To distinguish among the different types of interviews, understand their purposes, and develop strategies for dealing with them.
- To identify successful interview techniques.
- Ways to use networking as a tool in the job search.

Audience:

Adult Eligible Family Members of all foreign affairs agency personnel.

Schedule:

9:00 a.m. to 4:00 p.m., weekdays.

Dates:

Begin	End	Length	Section
FY03			
10/22/02	10/23/02	2 days	0001
01/23/03	01/24/03	2 days	0002
03/18/03	03/19/03	2 days	0003
06/03/03	06/04/03	2 days	0004

Minimum/Maximum: 8/24

Tuition: \$350

**Presentations
and Workshops****GOING OVERSEAS SERIES**

Separate morning sessions are offered for singles and couples without children and families. Adults and children attend separate afternoon courses that deal with the logistics of moving overseas. Participants may sign up for morning, afternoon, or both sessions. (703) 302-7268

**GOING OVERSEAS FOR
SINGLES AND COUPLES
WITHOUT CHILDREN**

Course Code MQ200

For information call (703) 302-7268.

This morning workshop gives participants an opportunity to discuss the psychological process of preparing for an assignment abroad. Offered in conjunction with Going Overseas Logistics for Adults (MQ220) in the afternoon.

Participants learn:

- The four phases of moving.
- Ways to let go of the things they will miss and set priorities for saying goodbye.
- The stages of the normal adjustment process and how to deal with stress encountered.
- Effective communication strategies.

Audience:

Singles and couples going overseas without children. As every move is different, this course is *not* limited to those embarking on their first overseas assignment.

Schedule:

9:00 a.m. to 12:00 p.m., Saturday.

Dates:

Begin	End	Length	Section
FY 03			
03/15/03	03/15/03	½ day	0001
05/17/03	05/17/03	½ day	0002

Tuition: No charge.**GOING OVERSEAS
FOR FAMILIES**

Course Code MQ210

For information call (703) 302-7268.

Family units (children in grades two through twelve) and parents of younger children and/or those leaving children behind discuss the psychological process of preparing for an assignment abroad. Offered in conjunction with Going Overseas Logistics for Adults (MQ220) and Going Overseas Logistics for Children (MQ230) in the afternoon.

Participants learn:

- To identify individual and family issues surrounding the preparation for an overseas move.
- To develop an individual and family list of actions that might ease the process of moving.
- To identify activities that can enhance the adjustment to living overseas.

Audience:

Family units including children in grades two through twelve; parents of younger children or children who will not be accompanying them to post. The course content is not designed for children younger than grade two.

Schedule:

9:00 a.m. to 12:00 p.m., Saturday.

Dates:

Begin	End	Length	Section
FY 03			
03/15/03	03/15/03	½ day	0001
05/17/03	05/17/03	½ day	0002

Tuition: No charge.**GOING OVERSEAS -
LOGISTICS FOR ADULTS**

Course Code MQ220

For information call (703) 302-7268.

The afternoon session of the Going Overseas day covers the "nuts and bolts" of planning for the move overseas. Offered in conjunction with Going Overseas for Singles and Couples Without Children (MQ200) and Going Overseas for Families (MQ210).

Participants learn:

- A timeline for moving.
- How to plan for a consumables shipment.
- Various regulations and allowances pertinent to the move.

Audience:

Adults preparing to move overseas.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday, or
1:00 p.m. to 3:30 p.m., Saturday.

Dates:

Begin	End	Length	Section
FY 03			
02/26/03	02/26/03	2 hrs	0001
03/15/03	03/15/03	2 hrs	0002
05/17/03	05/17/03	2 ½ hrs	0003

Tuition: No charge

GOING OVERSEAS— LOGISTICS FOR CHILDREN

Course Code MQ230

For information call (703) 302-7268.

The afternoon session of the Going Overseas day covers the logistics of planning for the move overseas with special focus on the needs of children. Offered in conjunction with Going Overseas for Families (MQ210).

Participants learn:

- What they can do to prepare for the move.
- How to sort their belongings.
- Normal childhood reactions to moving.

Audience:

Children in grades two through twelve will be divided into age-appropriate sessions. Children's parents must be present on the Shultz Center campus during the session.

Schedule:

1:00 p.m. to 3:30 p.m., Saturday.

Dates:

Begin FY 03	End	Length	Section
03/15/03	03/15/03	2 ½ hrs	0001
05/17/03	05/17/03	2 ½ hrs	0002

Tuition: No charge

DCM/PRINCIPAL OFFICER SPOUSE, THE ROLE OF THE

Course Code MQ110

For information call (703) 302-7268.

This presentation runs in conjunction with the Deputy Chief of Mission/Principal Officer course (PT102) during the first three days of the second week, with separate and joint sessions for both employee and

spouse. Participants obtain information to make informed decisions for personal growth and public service at their next post.

Participants learn:

- To define personal goals for the upcoming tour.
- To clarify the role the participant is willing to assume as the spouse of the Deputy Chief of Mission or Principal Officer.
- To clarify values as they relate to the use of their time.
- To identify personal strengths and interests as they apply to the role as a DCM/PO spouse.
- To identify self-management and leadership skills useful to the spouse of the DCM/PO.

Audience:

Spouses of employees who are enrolled in Deputy Chief of Mission/Principal Officer (PT102) or who will be going overseas as the spouse of a DCM or Principal Officer.

Schedule:

9:00 a.m. to 4:00 p.m.

Subject to scheduling of DCM/Principal Officer course.

Dates:

Begin FY 03	End	Length	Section
06/16/03	06/18/03	3 days	0001
07/21/03	07/23/03	3 days	0002
08/11/03	08/13/03	3 days	0003

Minimum/Maximum: 8/24

Tuition: No charge

DUAL-CULTURE MARRIAGES

Course Code MQ850

For information call (703) 302-7268.

The mobile Foreign Service lifestyle sometimes includes marriage with a foreign-born spouse. Culture shock can be an issue to deal with at home as well as at work. This course is designed to increase understanding of the richness and complexity of dual-culture marriages.

Participants learn:

- To identify their individual cultural values.
- To identify and describe the partner's cultural values.
- To examine the interplay of cultural expectations and values within marriage.
- To identify strategies for building upon the cultural diversity.

Audience:

Employees and spouses who are partners in dual-culture marriages.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
11/2002	11/2002	2 ½ hrs	(001)

Minimum/Maximum: 8/24**Tuition:** No charge**ENCOURAGING RESILIENCE
IN THE
FOREIGN SERVICE CHILD**

Course Code MQ500

For information call (703) 302-7268.

This workshop defines the characteristics of internationally mobile children and examines how frequent relocation and cross-cultural experiences may affect them. Parents discuss interventions.

Participants learn:

- Characteristics of resilient children.
- Factors affecting Foreign Service children.
- Strategies for parenting.

Audience:

Adults interested in child development and the effects of a mobile childhood.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
04/2003	04/2003	2 ½ hrs	(001)

Minimum/Maximum: 8/30**Tuition:** No charge

MAINTAINING LONG-DISTANCE RELATIONSHIPS

Course Code MQ801

For information call (703) 302-7268.

Many people in the Foreign Service find themselves separated from spouses and family for extended periods of time. This presentation identifies behaviors that strengthen often-apart or long-distance relationships.

Participants learn:

- To examine relationships roles and our expectations.
- To identify and rank current life priorities.
- To identify pitfalls of an often-apart or long-distance relationship.
- Personality traits that promote a successful long-distance relationship.
- The phases of separation.
- To identify behaviors that strengthen partners of an often-apart or long-distance relationship.

Audience:

Employees and family members who experience extended or frequent separations due to Foreign Service travel or assignments.

Schedule:

9:00 a.m. to 1:00 p.m., Saturday.

Dates:

Begin FY 03	End	Length	Section
11/16/02	11/16/02	½ day	(001)
06/14/03	06/14/03	½ day	(002)

Minimum/Maximum: 8/50

Tuition: No charge

OVERSEAS HEALTH CONCERNS

Course Code MQ857

For information call (703) 302-7268.

Foreign affairs employees and family members get answers to medical questions from Department of State medical staff experts on health and health-related issues in the foreign service context.

Participants learn:

- To identify health-related preparation needed prior to departure and after arrival at post.
- Health insurance options available to foreign affairs employees and family members.
- Health resources available to foreign affairs employees and family members.
- Medical evacuation procedures.

Audience:

Foreign affairs agency employees and adult Eligible Family Members going overseas.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin FY 03	End	Length	Section
06/11/03	06/11/03	2 ½ hrs	(001)

Minimum/Maximum: 8/50

Tuition: No charge

PROMOTING AMERICAN WINES OVERSEAS

Course Code MQ856

For information call (703) 302-7268.

If entertaining with wine at representational events, official Americans abroad are required to promote American wines. A local wine expert gives advice on the subject.

Participants learn:

- The general characteristics of the major wine varieties grown in the U.S..
- In general, which foods are best paired with the different wine types.
- The proper storage and serving methods for the different wine types.

Audience:

Foreign affairs agency employees and Eligible Family Members over age twenty-one.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY03			
07/30/03	07/30/03	2 ½ hrs	0001

Minimum/Maximum: 8/75

Tuition: No charge

RAISING BILINGUAL CHILDREN

Course Code MQ851

For information call (703) 302-7268.

Foreign Service parents have a unique opportunity to encourage bilingualism in their children. This panel discussion explores strategies to take advantage of the multicultural experiences the Foreign Service lifestyle affords.

Participants learn:

- Local resources for training and support in raising children bi-lingually.
- Pros and cons of raising children bi-lingually.

Audience:

Foreign Service parents from the same or different cultures interested in raising their children with multilingual capabilities.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY03			
11/06/02	11/06/02	2 ½ hrs	0001

Minimum/Maximum: 8/40

Tuition: No charge

A SAFE OVERSEAS HOME: PROTECTING YOURSELF AND YOUR FAMILY

Course Code MQ916

For information call (703) 302-7268.

Home health and safety concerns abroad are often magnified by building codes, environmental protection regulations, and extermination practices which are unlike those in the United States. Learn to identify problems that may arise from less stringent health and safety standards overseas and methods for managing them.

Participants learn:

- Common building and electrical hazards.
- Proper methods of pesticide application.
- Characteristics of a safe pool.
- Methods of childproofing the home.
- Driving hazards.

Audience:

All foreign affairs agency personnel and adult Eligible Family Members.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY03			
04/16/03	04/16/03	2 ½ hrs	001

Minimum/Maximum: 8/40

Tuition: No charge

TRANSITION TO WASHINGTON FOR FOREIGN-BORN SPOUSES

Course Code MQ302

For information call (703) 302-7268.

For Americans, a Washington assignment means coming home, but the foreign-born spouse has different needs. This workshop introduces foreign-born newcomers to Washington and the American culture, with a focus on Washington as a foreign assignment.

Participants learn:

- To discuss their feelings about cultural adjustment in the U.S..
- To identify specific needs during the assignment.
- Various aspects of American culture.
- Where to obtain resources available in the Washington area.

Audience:

Foreign-born spouses coming to Washington for the first time or those wishing to connect with others who have similar interests.

Schedule:

9:00 a.m. to 12:00 p.m., Saturday.

Dates:

Begin	End	Length	Section
FY03			
10/19/02	10/19/02	½ day	001

Minimum/Maximum: 8/30

Tuition: No charge

TRAVELING WITH PETS

Course Code MQ855

For information call (703) 302-7268.

Travel can be traumatic for pets and their owners. Experts in animal care experienced in shipping pets give advice.

Participants learn:

- How to prepare animals for travel.
- What services and resources airlines and local kennels have available.

Audience:

Foreign affairs agency employees and Eligible Family Members concerned about traveling overseas with their pets.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
04/23/03	04/23/03	2 1/2 hrs	0001

Minimum/Maximum: 8/100

Tuition: No charge

WELCOME BACK WORKSHOP

Course Code MQ300

For information call (703) 302-7268.

This fall workshop/open house answers specific questions about the process of returning to the Washington area after serving overseas.

Participants learn:

- Where to obtain Washington materials and resources.

Audience:

Adults who are moving to Washington for the first time or from overseas posts.

Schedule:

Between 9:00 a.m. to 12:00 p.m., Saturday.
Open House

Dates:

Begin	End	Length	Section
FY 03			
10/12/02	10/12/02	1/2 day	0001

Minimum/Maximum: 8/30

Tuition: No charge

YOUNG DIPLOMATS DAY

Course Code MQ250

For information call (703) 302-7268.

This workshop is an introduction to the world of diplomacy for children of USG employees working abroad. It is designed to complement the Going Overseas Workshops (Going Overseas for Families (MQ210) and Going Overseas - Logistics for Children (MQ230)). When taken in conjunction with Youth SOS (MQ 914), it forms a two-day diplomatic training course for children grades two through twelve.

Participants learn:

- How an embassy and consulate are organized.
- Ways to explain American culture, holidays, and values to their peers.
- Basic social skills, including introductions, appropriate forms of address, and cultural differences in gestures, body language and dress.

Audience:

Children of employees of the Department of State and other foreign affairs agencies, especially those new to the diplomatic life. Participants must have completed the first grade.

Schedule:

9:00 a.m. to 4:00 p.m., Monday.

Dates:

Begin	End	Length	Section
FY03			
06/23/03	06/23/03	1 day	0001
07/14/03	07/14/03	1 day	0002
07/28/03	07/28/03	1 day	0003
08/11/03	08/11/03	1 day	0004

Minimum/Maximum: 10/30**Tuition:** No charge

Personal Planning Presentations & Workshops

**LEGAL CONSIDERATIONS
IN THE FOREIGN SERVICE**

Course Code MQ854

For information call (703) 302-7268.

The mobile Foreign Service lifestyle gives rise to unique legal implications for employees and family members. This workshop includes a panel of experts provided by the American Foreign Service Protective Association to discuss contingency planning.

Participants learn:

- Steps in creating wills, trusts, and powers of attorney.
- Legal responsibilities in owning real estate.
- Regulations regarding adoptions overseas.

Audience:

Foreign affairs agency employees and Eligible Family Members.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY03			
05/28/03	05/28/03	2 ½ hrs	0001

Minimum/Maximum: 8/30**Tuition:** No charge

MANAGING RENTAL PROPERTY FROM OVERSEAS

Course Code MQ853

For information call (703) 302-7268.

Leaving one's property in the hands of another while overseas is a source of great anxiety for homeowners. Professional property managers provide information so that participants can make informed decisions about property management.

Participants learn:

- When and why to hire a property manager.
- What to look for in a property manager.
- How to prepare a home for rental.
- Common pitfalls to avoid.
- Legal implications concerning taxes and deductions.

Audience:

Foreign affairs agency employees and Eligible Family Members preparing to go overseas.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
01/15/03	01/15/03	2 ½ hrs	0001

Minimum/Maximum: 8/100

Tuition: No charge

PERSONAL FINANCES AND INVESTMENTS IN THE FOREIGN SERVICE

Course Code MQ852

For information call (703) 302-7268.

Mobility and distance from the U.S. can hamper Foreign Service employees and Eligible Family Members in making sound financial decisions or in setting up mechanisms for their financial future. A panel of experts discusses topics of concern, especially to the novice investor.

Participants learn:

- The basics of investing in stocks and bonds.
- How to set up accounts long-distance.
- About investing for retirement.
- How to weather income peaks and valleys.

Audience:

Foreign affairs agency employees and Eligible Family Members.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
04/09/03	04/09/03	2 ½ hrs	0001

Minimum/Maximum: 8/100

Tuition: No charge

TAX SEMINAR

Course Code MQ117

For information call (703) 302-7268.

This course offers advice designed to assist Foreign Service personnel in understanding tax laws in the context of overseas living.

Participants learn:

- The meaning and importance of choosing a domicile.
- Common state requirements and specific peculiarities which have an impact on Foreign Service members.

Audience:

USG employees and Eligible Family Members serving abroad.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
03/05/03	03/05/03	2 ½ hrs	0001

Minimum/Maximum: 8/100

Tuition: No charge

U.S. TAX ISSUES & FOREIGN-EARNED INCOME

Course Code MQ 858

For information call (703) 302-7268.

This workshop provides information about U.S. tax implications for Foreign Service Eligible Family Members (EFMs) working overseas for a non-USG organization or as self-employed entrepreneurs.

Participants learn:

- The meaning of "foreign-earned income exclusion".
- Residency requirements to qualify for the exclusion; how to calculate it; when and where to file taxes.
- Differences in "independent contractor" or "employee".

Audience:

Foreign affairs agency employees and adult Eligible Family Members, especially those considering employment outside the U.S. community overseas.

Schedule:

6:00 p.m. to 8:30 p.m., Wednesday.

Dates:

Begin	End	Length	Section
FY 03			
05/07/03	05/07/03	2 ½ hrs	0001

Minimum/Maximum: 8/30

Tuition: No charge



LANGUAGE STUDIESFull-Time programs (BASIC, FAST, REFRESHER, etc.):¹

Multiple enrollment (Per week)	\$580
Individual enrollment (Per week, Per Student)	\$880
Early Morning Program (per semester)	\$2,240
Multimedia (Self Study & L_ material)	\$55/wk
Multimedia (Self Study w/text & audio tapes)	\$110
Specially arranged Tutorial ²	\$63

Consultations:

Learning Styles Diagnosis (Per interview)	\$150
Learning Styles follow-up (Per interview)	\$150

Overseas programs - Call for quote

Proficiency Tests (including Telephone Tests; yields specific S.R score)³:

Speaking & Reading Proficiency Tests	\$470
Speaking only Proficiency Tests	\$210
Reading only Proficiency Tests	\$260

Threshold test (yields an "at least" rating):

Speaking & Reading	\$350
Speaking only	\$270
Reading only	\$270

Modern Language Aptitude Test (MLAT)

AREA STUDIES

AR200 Two-Week Area Studies Program	\$1,160
AR200 Two-Day Module Area Studies Program Courses	\$235
AR200 One-Day Module Area Studies Program Courses	\$116
AR500 Advanced Area Studies (per 4 hour session)	\$60

General Rules

- Agencies should formally enroll their students at least six weeks prior to the course start date.
- Once classes have started, agencies will be billed for full weeks regardless of federal holidays.
- Agencies will not be billed for the vacation week.
- Forty-four-week courses may have a period when the instructional staff assess student progress and plan curriculum adjustments. During this period, students may engage in self-study, use the Multimedia Lab, take annual leave, or engage in other activities by arrangement with their agency. Some staff may be available for consultation by appointment. Certain 44-week courses have a special orientation during the break. Tuition will be charged during this period.
- If an Agency determines that the "end date" of language or training is to be different from the scheduled "end date," five working days notice must be provided to FSI.
- Agencies will be billed for "no-shows." FSI requires five days notice in writing indicating a student's withdrawal.

¹ Advanced Area Studies are integrated into Intensive Language Training and included in the tuition rates. (Advanced Area Studies are neither included nor billed for FAST language courses.)

² Because of limitations in facilities and staff, tutorials must be specially arranged with the School of Language Studies in advance of the desired start date.

³ "NO SHOWS" for scheduled language tests will be billed at the full test rate. All students receiving at least 100 hours of training (except Early Morning students) must take a proficiency test. The cost of the test is included in the tuition.

LEADERSHIP AND MANAGEMENT SCHOOL

EXECUTIVE PROGRAMS DIVISION

PT102	DEPUTY CHIEFS OF MISSION/PRINCIPAL OFFICERS SEMINAR*	\$5,800
PT107	EEO/DIVERSITY AWARENESS FOR MANAGERS AND SUPERVISORS	\$600
PT119	FOREIGN AFFAIRS LEADERSHIP SEMINAR*	\$4,700
PT120	AMBASSADORIAL SEMINAR	NO CHARGE
PT121	MANAGING PEOPLE PROBLEMS	\$1,100
PT130	BUREAU/MISSION OFFSITES (1 DAY)	\$300
PT130	BUREAU/MISSION OFFSITES (2 DAY)	\$600
PT130	BUREAU/MISSION OFFSITES (3 DAY)	\$900
PT131	STRATEGIC THINKING AND PLANNING WORKSHOP	\$300
PT210	ADVANCED MANAGEMENT SKILLS	\$1,500
PT211	COACHING	\$300
PT212	CREATIVE PROBLEM SOLVING WORKSHOP	\$600
PT213	STARTING RIGHT	\$900
PT214	MANAGING CONFLICT PRODUCTIVELY	\$600
PT215	TEAM LEADERSHIP WORKSHOP	\$600
PT217	RUNNING EFFECTIVE MEETINGS	\$600
PT218	LEADING A DIVERSE WORKFORCE	\$300
PT221	FOUR ROLES OF LEADERSHIP	\$900
PT224	INFLUENCE BY DESIGN	\$600
PT225	VALUING DIVERSITY IN THE WORKPLACE	\$300

*Cost of offsite included

MANAGEMENT DEVELOPMENT DIVISION

PD529	STRATEGIC PLANNING & PERFORMANCE MEASUREMENT	\$540
PK245	SUPERVISORY STUDIES SEMINAR	\$1,340
PK246	EMPLOYEE RELATIONS SEMINAR	\$540
PK305	MANAGING UP: LINKING SUPPORT AND SUPERVISION	\$200
PT129	TEAMBUILDING	\$270
PT205	PERFORMANCE MANAGEMENT SEMINAR	\$800
PT206	MANAGING CHANGE	\$270
PT207	INTERMEDIATE LEADERSHIP SKILLS	\$1,340
PT208	MANAGING STATE PROJECTS	\$1,340
PT209	EXECUTIVE OVERVIEW TO MANAGING STATE PROJECTS	\$540
PT216	SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE	\$1,070

TUITION RATES FOR FY 2003

PT251	PRODUCTIVELY MANAGING STRESS	\$270
PT252	MANAGING UP: WORKING EFFECTIVELY WITH YOUR MANAGER	\$270
PT253	NEGOTIATION SKILLS FOR MANAGERS	\$540

THE SENIOR SEMINAR

PG501	THE SENIOR SEMINAR	\$43,000
-------	--------------------------	----------

SCHOOL OF PROFESSIONAL AND AREA STUDIES

ADMINISTRATIVE TRAINING

PA123	MANAGING CUSTOMER SERVICE	\$150
PA129	NEPA TRAINING, DOMESTIC OPERATIONS	\$730
PA130	HOW TO BE A CONTRACTING OFFICER REPRESENTATIVE (SELF STUDY)	\$140
PA134	HOW TO WRITE A STATEMENT OF WORK (SELF STUDY)	\$140
PA135	PROPERTY MANAGEMENT FOR CUSTODIAL OFFICERS	\$290
PA137	MANAGEMENT CONTROLS WORKSHOP	\$290
PA143	CUSTOMER SERVICE TRAINING	\$290
PA150	CFMS SYSTEM OVERVIEW & ORIENTATION	\$290
PA151	CFMS BUDGET EXECUTION (BE)	\$290
PA153	CFMS REQUISITION DOCUMENTS (RQ)	\$290
PA154	CFMS MISCELLANEOUS OBLIGATIONS (MO)	\$290
PA155	CFMS TRAVEL ORDERS (TO)	\$290
PA160	DOMESTIC ADMINISTRATIVE OFFICERS SEMINAR	\$2,180
PA164	MANAGEMENT CONTROLS WORKBOOK (Self Study)	\$140
PA173	COR UPDATE	\$150
PA174	CONTRACTING OFFICER REPRESENTATIVE TRAINING (PRE-AWARD)	\$440
PA175	CONTRACTING OFFICER REPRESENTATIVE TRAINING (POST-AWARD)	\$290
PA200	TRAINING FOR OVERSEAS VOUCHER EXAMINERS (Self Study) ...	\$140
PA210	FINANCIAL MANAGEMENT FOR LOCALLY EMPLOYED STAFF	\$2,920
PA211	FINANCIAL MANAGEMENT OFFICER'S COURSE (OVERSEAS)	\$5,820
PA214	WORKING WITH ICASS	\$580
PA215	PRINCIPLES OF APPROPRIATION LAW	\$580
PA216	ACCOUNTING, VOUCHERING & CERTIFICATION	\$730
PA217	SUPERVISING A CASHIER	\$730

TUITION RATES FOR FY 2003

PA221	GENERAL SERVICES OPERATIONS	\$7,270
PA222	INTRODUCTION TO SIMPLIFIED ACQUISITIONS AND REQUISITIONS OVERSEAS (SELF STUDY)	\$140
PA224	BASIC ADMINISTRATIVE MANAGEMENT	\$730
PA226	BASIC NEPA RECORDKEEPING, OVERSEAS OPERATIONS (SELF STUDY)	\$140
PA231	HUMAN RESOURCE MANAGEMENT COURSE	\$5,090
	MODIFIED 5-WEEK VERSION OF PA-231	\$3,630
PA232	FSN POSITION CLASSIFICATION & COMPENSATION	\$1,450
PA234	ADVANCED HUMAN RESOURCE MGT WORKSHOP	\$1,450
PA235	AMERICAN HUMAN RESOURCE MANAGEMENT	\$2,180
PA236	HUMAN RESOURCE MANAGEMENT AT POST	\$1,450
PA243	OVERSEAS ADMINISTRATIVE MANAGEMENT COURSE	\$1,450
PA245	ICASS EXECUTIVE SEMINAR	\$150
PA247	FSN COMMERCIAL ACQUISITIONS	\$1,020
PA248	FSN SUPERVISORY SKILLS WORKSHOP	\$730
PA249	CUSTOMER FOCUSED MANAGEMENT	\$290
PA250	FSN TRANSPORTATION WORKSHOP	\$730
PA252	CONTRACT ADMINISTRATION WORKSHOP	\$1,740
PA259	FSN SUPERVISORY SKILLS, BEYOND THE BASICS	\$730
PA291	HOW TO BE A CERTIFYING OFFICER (Self Study)	\$140
PA294	OVERSEAS CASHIER SUPERVISOR (SELF STUDY)	\$140
PA295	TRAINING FOR OVERSEAS CASHIERS (CD-ROM VERSION)	\$140
PA297	PURCHASE CARD SELF-CERTIFICATION TRAINING (CD-ROM VERSION)	\$140

CONSULAR TRAINING

PC102	IMMIGRATION LAW & VISA OPERATIONS (SELF STUDY)	\$140
PC103	NATIONALITY LAW AND CONSULAR PROCEDURES (SELF STUDY)	\$140
PC104	OVERSEAS CITIZENS SERVICES (SELF STUDY)	\$140
PC105	ORIENTATION TO OVERSEAS CONSULAR FUNCTIONS	\$270
PC106	REGIONAL WORKSHOP FOR CONSULAR FSNS	\$450
PC107	CONSULAR AGENTS' WORKSHOP	\$450
PC108	CONSULAR LEADERSHIP DEVELOPMENT CONFERENCE	\$450
PC110	PASSPORT EXAMINERS CORRESPONDENCE COURSE (SELF STUDY)	\$135
PC114	REGIONAL CONSULAR OFFICERS WORKSHOP	\$450
PC116	AUTOMATION FOR CONSULAR MANAGERS	\$450

TUITION RATES FOR FY 2003

PC119	TASK FORCES AND CONSULAR POLICY	\$90
PC120	TASK FORCE II CRISIS WORK	NO CHARGE
PC121	WORKSHOP FOR SENIOR NONIMMIGRANT VISA FSNS	\$450
PC122	WORKSHOP FOR SENIOR AMERICAN CITIZEN SERVICES FSNS	\$450
PC123	WORKSHOP FOR SENIOR IMMIGRANT VISA FSNS	\$450
PC124	ASSISTING VICTIMS OF CRIME	\$450
PC126	ADVANCED CONSULAR NAMECHECKING TECHNIQUES	\$450
PC530	BASIC CONSULAR COURSE	\$2,370
PC532	ADVANCED CONSULAR COURSE	\$1,360
PC533	CONSULAR MANAGEMENT AT A SMALL POST	\$90
PC535	AMERICAN CITIZEN SERVICES	\$640
PC536	PASSPORT & NATIONALITY	\$550
PC537	IMMIGRANT VISAS	\$550
PC538	NONIMMIGRANT VISAS	\$640
PC540	CONSULAR REVIEW & AUTOMATION UPDATE	\$270
PC541	FRAUD PREVENTION FOR CONSULAR MANAGERS	\$450

CURRICULUM AND STAFF DEVELOPMENT

PD512	TRAINING DESIGN WORKSHOP	\$1,890
PD513	BASIC FACILITATION AND DELIVERY SKILLS WORKSHOP	\$1,890
PD515	PROFESSIONAL SKILLS DEVELOPMENT FOR COMMUNITY LIAISON OFFICE COORDINATORS (CLO)	\$3,150
PD518	EVALUATION DESIGN WORKSHOP	\$1,260
PD519	EVALUATION TOOLS WORKSHOP	\$1,890
PD520	VISUAL AID BASICS	\$630
PD521	NEW WORK HABITS FOR COPING WITH CHANGE	\$630
PD531	COLLECTING AND MEASURING PERFORMANCE DATA	\$630
PD532	ANALYZING AND INTERPRETING PERFORMANCE MEASUREMENT DATA	\$630

ECONOMIC AND COMMERCIAL STUDIES

PE103	RESOURCE REPORTING OFFICER TRAINING	\$1,700
PE125	COMMERCIAL TRADECRAFT	\$850
PE127	PETROLEUM AND GAS INDUSTRY	\$850
PE130	AVIATION POLICY AND NEGOTIATION	\$510
PE131	TELECOMMUNICATIONS INDUSTRY	\$340
PE134	TRADE DISPUTE RESOLUTION	\$340
PE135	TRADE AND PROJECT FINANCE	\$510

TUITION RATES FOR FY 2003

PE137	COAL AND POWER SECTOR	\$850
PE138	INTELLECTUAL PROPERTY RIGHTS	\$170
PE220	FSN ECONOMIC TRAINING	\$1,700
PE222	TRADE AGREEMENT IMPLEMENTATION	\$850
PE221	ES&T TRAINING FOR FSNS	\$1,700
PE222	TRADE AGREEMENT IMPLEMENTATION	\$850
PE227	ALASKA FIELD LABORATORY	\$850
PE250	ECONOMIC AND COMMERCIAL STUDIES	\$30,590
PE265	CORPORATE PRACTICUM	\$3,400
PE285	ECONOMIC ISSUES	\$2,550
PE290	SENIOR COMMERCIAL COURSE	\$340
PE291	TRADE AND ENVIRONMENT	\$170
PG140	POLITICAL/ECONOMIC TRADECRAFT	\$2,550
PG562	ENVIRONMENT, SCIENCE AND TECHNOLOGY	\$850

OFFICE MANAGEMENT TRAINING

PK102	FOREIGN SERVICE OFFICE MANAGEMENT SPECIALIST TRAINING FOR ENTERING PERSONNEL	\$3,120
PK104	CIVIL SERVICE OFFICE SUPPORT PROFESSIONALS TRAINING FOR ENTERING PERSONNEL	\$2,080
PK111	PATHWAY TO SUCCESS*	\$620
PK143	PROOFREADING	\$210
PK146	JOB SAVVY: SKILLS FOR WORKPLACE SUCCESS	\$1,040
PK159	DRAFTING CORRESPONDENCE	\$520
PK205	TRAVEL REGULATIONS AND VOUCHERS	\$420
PK206	CS OFFICE SUPPORT PROFESSIONALS PROGRAM	\$3,540
PK207	FILES MANAGEMENT AND RETIREMENT	\$210
PK209	CAREER BUILDERS: COMMUNICATION SKILLS	\$420
PK225	BETTER OFFICE ENGLISH: WRITTEN	\$1,040
PK226	BETTER OFFICE ENGLISH: ORAL	\$1,040
PK240	EFFECTIVE SPEAKING & LISTENING SKILLS	\$620
PK241	WRITING EFFECT LETTERS & MEMOS	\$520
PK302	PROFESSIONAL DEVELOPMENT SEMINAR FOR FOREIGN SERVICE OFFICE MANAGEMENT SPECIALISTS	\$2,080
PK305	MANAGING UP: LINKING SUPPORT AND SUPERVISION	\$210
PK330	NEW WAYS TO PROBLEM SOLVING	\$2,080
PK333	OFFICE TECHNOLOGY IN THE 21ST CENTURY	\$210
PK334	FSN SECRETARIAL SEMINAR	\$1,670

*Cost of offsite included

TUITION RATES FOR FY 2003

ORIENTATION

PG101	ORIENTATION FOR FOREIGN SERVICE OFFICERS*	\$4,100
PN105	ORIENTATION FOR CIVIL SERVICE EMPLOYEES	\$290
PN106	ORIENTATION FOR FOREIGN SERVICE SPECIALISTS	\$1,450
PN113	INTRODUCTION TO WORKING IN AN EMBASSY	\$190
PT203	WASHINGTON TRADECRAFT	\$480

*Cost of offsite included

POLITICAL TRAINING

PL103	LABOR OFFICER SKILLS	\$2,100
PL104	LABOR RIGHTS REPORTING	\$140
PP203	ARMS CONTROL AND NONPROLIFERATION	\$700
PP204	CONGRESSIONAL RELATIONS	\$420
PP211	MULTILATERAL DIPLOMACY	\$420
PP212	INTELLIGENCE AND FOREIGN POLICY	\$420
PP217	FSN POLITICAL TRAINING	\$1,400
PP218	INL ORIENTATION WORKSHOP	\$700
PP501	NEGOTIATION ART AND SKILLS	\$700
PP505	POLITICAL-MILITARY AFFAIRS	\$560
PP507	HUMAN RIGHTS IN THE FOREIGN POLICY PROCESS	\$140
PP510	GLOBAL ISSUES	\$420
PP514	INTERNATIONAL CONFLICT: PEACE OPERATIONS	\$420
PP515	ADVANCED NEGOTIATION: SOLVING NEGOTIATION PROBLEMS	\$560
PP516	POPULATION REFUGEE AND MIGRATION OFFICERS: ORIENTATION WORKSHOP	\$560
PP517	INTERNATIONAL CONFLICT: DIPLOMACY	\$420
PP518	POPULATION REFUGEES AND MIGRATION OFFICERS M&E WORKSHOP	\$700
PP519	INTERNATIONAL CONFLICT WORKSHOP: PREVENTION TO INTERVENTION	\$700
PP521	INTERNATIONAL TERRORISM: UNDERSTANDING THE THREAT AND FORMULATING A RESPONSE	\$420

PUBLIC DIPLOMACY

PT113	EFFECTIVE PUBLIC SPEAKING/EXECUTIVE MEDIA	\$280
PY100	PUBLIC DIPLOMACY TRADECRAFT	\$4,250
PY101	MANAGING STAFF AND RESOURCES FOR PUBLIC AFFAIRS CAMPAIGNS	\$570
PY102	SPEECHWRITING AND PRESENTATION SKILLS	\$280

TUITION RATES FOR FY 2003

PY103	ROLE OF THE SPOKESPERSON/HOW THE MEDIA WORKS	\$280
PY104	DEALING WITH THE ELECTRONIC MEDIA	\$280
PY105	ADMINISTERING PUBLIC DIPLOMACY OPERATIONS OVERSEAS	\$570
PY106	PUBLIC DIPLOMACY AND INFORMATION TECHNOLOGY	\$280
PY107	PUBLIC DIPLOMACY PROGRAMS, PRODUCTS & SERVICES	\$570
PY109	PUBLIC DIPLOMACY PRACTICE AND THEORY	\$850
PY111	PLANNING AND IMPLEMENTING PUBLIC DIPLOMACY STRATEGIES	\$280
PY112	CULTURAL PROGRAMMING OVERSEAS	\$280
PY113	PUBLIC DIPLOMACY BASICS	\$850
PY202	ACCESSING INFORMATION RESOURCES AT HOME AND OVERSEAS	\$280
PY204	FSN EXCHANGES PROGRAM	\$9,660
PY205	FSN THEMATIC PROGRAM	\$9,600
PY206	FSN INFORMATION RESOURCE CENTERS PROGRAM	\$9,600
PY207	FSN INFORMATION/MEDIA PROGRAM	\$9,600
PY208	ACCESSING INFORMATION RESOURCES FOR DOMESTIC RESEARCH NEEDS	\$280
PY210D	FSN ON-LINE WRITING LAB (OWL)	\$350
PY211D	FSN ON-LINE WRITING HI/INTERMEDIATE/ADVANCED	\$350
PY212D	FSN ON-LINE WRITING ADVANCED AMERICAN STUDIES	\$350
PY220	ADMINISTERING PUBLIC DIPLOMACY GRANTS AND COOPERATIVE AGREEMENTS	\$850
PY230	NEW TRENDS IN PUBLIC DIPLOMACY	\$850
PY240	FACING THE CAMERAS	\$910

SCHOOL OF APPLIED INFORMATION TECHNOLOGY

INFORMATION MANAGEMENT TRAINING

PS201	INTRODUCTION TO MS WINDOWS NT 4.0	\$550
PS216	SIPRNET & INTELINK-S	\$140
PS218	INTRODUCTION TO THE INTERNET	\$280
PS280	INTRODUCTION TO MS PROJECT 2000	\$830
PS284	CABLEXPRESS FOR END USERS	\$280
PS310	SUPPORTING CA APPLICATIONS	\$1,380
PS318	INTERNET FOR POWER USERS	\$280
PS320	MICROSOFT OFFICE 2000 WEEK	\$1,380
PS321	MICROSOFT OFFICE 2000 QUICK REVIEW	\$550
PS330	COMPREHENSIVE WORD 2000	\$1,380
PS331	WORKSHOP WORD 2000	\$280

TUITION RATES FOR FY 2003

PS332	INTRODUCTION TO MS WORD 2000	\$550
PS333	INTERMEDIATE MS WORD 2000	\$550
PS340	INTRODUCTION TO MS POWERPOINT 2000	\$550
PS341	INTERMEDIATE MS POWERPOINT 2000	\$550
PS342	COMPREHENSIVE POWERPOINT 2000	\$1,380
PS343	WORKSHOP POWERPOINT 2000	\$280
PS350	INTRODUCTION TO MS ACCESS 2000	\$550
PS351	INTERMEDIATE MS ACCESS 2000	\$550
PS352	COMPREHENSIVE ACCESS 2000	\$1,380
PS353	WORKSHOP ACCESS 2000	\$280
PS370	INTRODUCTION TO MS EXCEL 2000	\$550
PS371	INTERMEDIATE MS EXCEL 2000	\$550
PS372	COMPREHENSIVE EXCEL 2000	\$1,380
PS373	WORKSHOP EXCEL 2000	\$280
PS380	IRM SPECIFIC ORIENTATION FOR IM SPECIALISTS	\$830
PS390	COMPREHENSIVE OUTLOOK 2000	\$1,380
PS391	WORKSHOP OUTLOOK 2000	\$280
PS398	INTRODUCTION TO MS OUTLOOK	\$550
PS418	WEB DEVELOPMENT FUNDAMENTALS	\$550
PS420	WEB SITE MANAGEMENT USING FRONTPAGE	\$550
PS421	WEB SITE MANAGEMENT USING DREAMWEAVER	\$550
PS422	HTML PROFICIENCY	\$550
PS427	WEB SITE ACCESSIBILITY & USABILITY	\$550

PROFESSIONAL DEVELOPMENT DIVISION

YW119	BASIC COMMUNICATIONS OPERATIONS	\$2,390
YW141	INTRODUCTION TO TELEPHONE SECURITY	\$240
YW142	BASIC TELEPHONE AND KEY SYSTEMS	\$1,190
YW173	INTRODUCTION TO DATA COMMUNICATIONS	\$2,390
YW177	CLAN CLASSIFIED LOCAL AREA NETWORK	\$2,390
YW184	TERPV TERMINAL EQUIPMENT REPLACEMENT PROGRAM V	\$2,390
YW186	EXACOM EXACOM CALL ACCOUNTING SYSTEM	\$1,190
YW187	IMS-INFORMATION MANAGEMENT SPECIALIST	\$20,290
YW192	SC-7 SATELLITE OPERATIONS AND MAINTENANCE	\$3,580
YW202	SLP/SCP OPS	\$720
YW203	CIP-CURRENT INSTALLATION PRACTICES	\$4,770
YW205	AIR CON-AIR CONDITIONING SYSTEMS	\$2,390
YW206	GENERATORS-POWER GENERATOR SYSTEMS	\$2,390
YW213	WIDE-BAND DIGITAL TRANSMISSION NETWORKING	\$2,390
YW219	SX-50-MITEL PBX SX-50	\$1,190

TUITION RATES FOR FY 2003

YW220	SX-2000-MITEL PBX SX-200 DIGITAL	\$1,190
YW221	SX-2000-MITEL PBX SX-2000	\$1,190
YW230	CLOUT-COMMON LAN OUTBOUND TELEGRAM RELEASE SYSTEM VERSION 3.0	\$720
YW231	FAST BACKUP-COMMUNICATIONS FOR NON-IRM PERSONNEL	\$1,190
YW232	FAST TERP - TERP V FOR NON-IRM PERSONNEL	\$1,190
YW234	CT-5-COMMERCIAL SATELLITE TERMINALS	\$2,390
YW241	ADV. NETWORKING - ADVANCED NETWORKING	\$2,390
YW243	EXCHANGE 2000 FOR THE ENTERPRISE - EXCHANGE 2000	\$3,580
YW244	WIRELESS SYSTEMS TRAINING	\$1,190
YW245	ADVANCED WINDOWS 2000	\$3,580
YW250	WIDE BAND N.E.T.	\$2,390
YW251	ADVANCED ROUTER CONFIGURATION ARC	\$2,390
YW252	ADVANCED SYSTEMS MANAGEMENT SERVER 2.0	\$2,390
YW253	SYSTEM ADMINISTRATION FOR MICROSOFT SWL SQL SERVER 7.0	\$2,390
YW254	LOTUS/DOMINO 5 ADMINISTRATION - LOTUS 5 ADM	\$2,390
YW256	ORACLE8I DATABASE ADMINISTRATION - ORACLE 8I	\$2,390
YW257	MANAGING A WINDOW 2000 NETWORK	\$2,390
YW259	COMPUTER SYSTEMS NETWORKING	\$2,390
YW273	ACCELERATED EXCHANGE 2000	\$2,390
YW275	ACCELERATED WINDOWS 2000	\$2,390
YW284	DOMESTIC UNCLASSIFIED CABLEXPRESS ADMINISTRATION (DUCX)	\$1,190
YW285	CABLEXPRESS - CABLEXPRESS	\$1,190
YW287	NT 4.0 FOR CABLEXPRESS - NT. 4.0 FOR CX	\$3,580
YW344	ADVANCED RADIO COURSE	\$1,190
YW434	SCUP SATELLITE TERMINAL - SCUP	\$1,190
YW497	MERIDIAN 61C	\$2,390
YW499	ADVANCED NORTEL	\$1,190
YW642	DESKTOP/DESKTOP SYSTEMS	\$2,390
YW745	BLACK ROUTER	\$1,190
YW749	MICROSOFT EXCHANGE	\$1,190
YW760	COMSEC CUSTODIAN	NO CHARGE

TRANSITION CENTER

CAREER TRANSITION CENTER

RV 101	RETIREMENT PLANNING SEMINAR	\$540
RV 102	JOB SEARCH PROGRAM	\$3,230
RV 103	FINANCIAL MANAGEMENT & ESTATE PLANNING SEMINAR	\$110
RV 104	ANNUITIES & BENEFITS AND SOCIAL SECURITY SEMINAR	\$110

TRAINING DIVISION

BASIC COURSES

MQ115	EXPLAINING AMERICA	\$170
MQ116	PROTOCOL AND U.S. REPRESENTATION ABROAD	\$170
MQ802	COMMUNICATING ACROSS CULTURES	\$170
MQ803	REALITIES OF FOREIGN SERVICE LIFE	\$170
MQ911	SECURITY OVERSEAS SEMINAR (SOS)	\$350
MQ912	SECURITY OVERSEAS SEMINAR, ADVANCED (ASOS)	\$170
MQ913	SECURITY OVERSEAS SEMINAR FOR TEMPORARY DUTY PERSONNEL (TDY SOS)	\$170
MQ914	SECURITY OVERSEAS SEMINAR YOUTH (YSOS)	NO CHARGE
MQ920	FIRE SAFETY	NO CHARGE

PERSONAL PLANNING COURSES

MQ104	REGULATIONS, ALLOWANCES AND FINANCES IN THE FOREIGN SERVICE CONTEXT	\$520
MQ915	EMERGENCY MEDICAL CARE AND TRAUMA WORKSHOP	\$170

ELIGIBLE FAMILY MEMBER EMPLOYMENT COURSES

MQ107	ENGLISH TEACHING SEMINAR: AN EMPLOYMENT OPTION	\$520
MQ111	MAKING PRESENTATIONS: FROM DESIGN TO DELIVERY	\$520
MQ703	POST OPTIONS FOR EMPLOYMENT AND TRAINING (POET)	\$170
MQ704	TARGETING THE JOB MARKET	\$350
MQ110	DCM/PRINCIPAL OFFICER SPOUSE, THE ROLE OF THE	NO CHARGE
MQ117	TAX SEMINAR	NO CHARGE
MQ200	GOING OVERSEAS FOR SINGLES AND COUPLES WITHOUT CHILDREN	NO CHARGE
MQ210	GOING OVERSEAS FOR FAMILIES	NO CHARGE
MQ220	GOING OVERSEAS - LOGISTICS FOR ADULTS	NO CHARGE
MQ230	GOING OVERSEAS - LOGISTICS FOR CHILDREN	NO CHARGE
MQ250	YOUNG DIPLOMATS DAY	NO CHARGE
MQ300	WELCOME BACK WORKSHOP	NO CHARGE

TUITION RATES FOR FY 2003

MQ302	TRANSITION TO WASHINGTON FOR FOREIGN-BORN SPOUSES.....	NO CHARGE
MQ500	ENCOURAGING RESILIENCE IN THE FOREIGN SERVICE CHILD.....	NO CHARGE
MQ801	MAINTAINING LONG-DISTANCE RELATIONSHIPS.....	NO CHARGE
MQ850	DUAL-CULTURE MARRIAGES.....	NO CHARGE
MQ851	RAISING BILINGUAL CHILDREN.....	NO CHARGE
MQ852	PERSONAL FINANCES AND INVESTMENTS IN THE FOREIGN SERVICE.....	NO CHARGE
MQ853	MANAGING RENTAL PROPERTY FROM OVERSEAS.....	NO CHARGE
MQ854	LEGAL CONSIDERATIONS IN THE FOREIGN SERVICE.....	NO CHARGE
MQ855	TRAVELING WITH PETS.....	NO CHARGE
MQ856	PROMOTING AMERICAN WINES OVERSEAS.....	NO CHARGE
MQ857	OVERSEAS HEALTH CONCERNS.....	NO CHARGE
MQ858	U.S. TAX ISSUES & FOREIGN-EARNED INCOME.....	NO CHARGE
MQ916	A SAFE OVERSEAS HOME: PROTECTING YOURSELF AND YOUR FAMILY.....	NO CHARGE
	<i>All Presentations and Workshops</i>	<i>NO CHARGE</i>

INDEX

A

ACCELERATED EXCHANGE 2000 101
 ACCELERATED WINDOWS 2000 103
 ACCESS 2000 COMPREHENSIVE 120
 ACCESS 2000, INTERMEDIATE 97 120
 ACCESS 2000, INTRODUCTION 119
 ACCESS 2000, WORKSHOP 120
 ACCESS TO THE FACILITY 4
 ACCOUNTING, VOUCHERING &
 CERTIFICATION 47
 ACCREDITATION/TRANSCRIPTS 4
 ACQUISITIONS AND REQUISITIONS
 OVERSEAS, INTRODUCTION TO
 305
 ADDRESS 4
ADMINISTRATION 41
 Administrative Management 41
 Financial Management 47
 General Services Operations and
 Acquisitions Management 57
 Human Resource Management 64
 ADMINISTERING PUBLIC DIPLOMACY
 GRANTS AND COOPERATION
 288
 ADMINISTERING PUBLIC DIPLOMACY
 OPERATIONS OVERSEAS 281
 ADMISSIONS 5
 ADVANCED AREA STUDIES 71, 75
 ADVANCED CONSULAR COURSE 150
 ADVANCED CONSULAR NAME
 CHECKING TECHNIQUES 147
 ADVANCED HUMAN RESOURCE
 MANAGEMENT WORKSHOP 64
 ADVANCED LEADERSHIP SKILLS 223
 ADVANCED NEGOTIATIONS 250
 ADVANCED NETWORKING 104
 ADVANCED NORTEL 95
 ADVANCED RADIO 96
 ADVANCED ROUTER
 CONFIGURATION 105
 ADVANCED SYSTEMS MANAGEMENT
 SERVER 2.0 97
 ADVANCED WINDOWS 2000
 WIN2000 102

AIR CON - AIR CONDITIONING
 SYSTEMS 111
 ALASKA FIELD LABORATORY 180
 ALLOWANCES AND FINANCES IN THE
 FOREIGN SERVICE CONTEXT 315
 AMBASSADORIAL SEMINAR 19, 224
 AMERICAN CITIZEN SERVICES FSNS,
 WORKSHOP FOR SENIOR 156
 AMERICAN HUMAN RESOURCE
 MANAGEMENT 65
 ANALYZING AND INTERPRETING
 PERFORMANCE MEASUREMENT
 DATA 275
 ANDEAN REPUBLICS 76
 ANNUITIES, BENEFITS AND SOCIAL
 SECURITY SEMINAR 296
 APPLIED INFORMATION
 TECHNOLOGY, SCHOOL OF 33
 APPROPRIATION LAW 54
 ARABIAN PENINSULA/GULF/SUDAN
 77
 ARABIC (AD), ADVANCED LANGUAGE
 216
AREA STUDIES 71
 Advanced Area Studies
 Asia 75
 Europe 78
 Near East & North Africa 77
 Russia/Eurasia 77
 Sub-Saharan Africa 75
 Western Hemisphere 76
 General Information 71
 Intensive Regional Area Studies
 China 73
 East Asia 72
 Europe 74, 75
 Near East & North Africa 73
 South Asia 73
 Sub-Saharan Africa 72
 Western Hemisphere 73
 ARMS CONTROL AND
 NONPROLIFERATION 267
 ASSISTING VICTIMS OF CRIME 148

INDEX

AUTOMATION FOR CONSULAR
MANAGERS 145
AVIATION POLICY AND
NEGOTIATION 172

B

BALKANS MODULE 75
BALTICS 78
BASIC ADMINISTRATIVE
MANAGEMENT 42
BASIC COMMUNICATIONS
OPERATIONS 87
BASIC COMPETENCIES 21
BASIC CONSULAR COURSE 149
BASIC FACILITATION AND DELIVERY
SKILLS WORKSHOP 309
BASIC LEADERSHIP SKILLS 224
BASIC NEPA RECORD-KEEPING,
OVERSEAS OPERATIONS 161
BASIC TELEPHONE 90
BENELUX/EU/NATO 78
BETTER OFFICE ENGLISH: ORAL 81
BETTER OFFICE ENGLISH: WRITTEN 81
BEYOND-THREE LANGUAGE TRAINING
219
BILINGUAL CHILDREN 322
BLACK ROUTER 110
BRAZIL 76
BUREAU/MISSION OFFSITES 225
BUS SERVICE 5

C

CABLEXPRESS 104
CABLEXPRESS ADMINISTRATION 112
CABLEXPRESS FOR END USERS 121
CANADA 76
CANCELLATIONS AND WITHDRAWALS
6
CAREER DEVELOPMENT AND
LONG-TERM TRAINING 6
CAREER TRANSITION CENTER (CTC)
39, 311

CARIBBEAN 76
CASHIER SUPERVISORS, OVERSEAS
306
CASPIAN SEA ENERGY MODULE 74
CAUCASUS 77
CAUCASUS AND CENTRAL ASIA
MODULE 74
CENTRAL AMERICA AND CARIBBEAN
76
CENTRAL ASIA 77
CERTIFYING OFFICER 304
CFMS BUDGET EXECUTION (BE) 48
CFMS MISCELLANEOUS OBLIGATIONS
(MO) 50
CFMS REQUISITION DOCUMENTS
(RQ) 49
CFMS SYSTEM OVERVIEW &
ORIENTATION (SO) 48
CFMS TRAVEL ORDERS (TO) 50
CHILD CARE 7
CHILDREN, LOGISTICS FOR GOING
OVERSEAS WITH 319
CHINA 73, 75
CHINESE (CM), ADVANCED
LANGUAGE 216
CIVIL SERVICE EMPLOYEES,
ORIENTATION 260
CIVIL SERVICE OFFICE SUPPORT
PROFESSIONALS PROGRAM 253
CIVIL SERVICE SECRETARIAL TRAINING
FOR ENTERING PERSONNEL 251
CLOUT - COMMON LAN OUTBOUND
TELEGRAM RELEASE SYSTEM 103
COACHING, A TOOL FOR LEADING
PEOPLE 226
COAL AND POWER TECHNOLOGY
177
COLLECTING AND MEASURING
PERFORMANCE DATA 275
COMMERCIAL SATELLITE TERMINALS
109
COMMERCIAL TRADECRAFT 173
COMMERCIAL TRAINING 172
COMMERCIAL TRAINING, SENIOR 174

INDEX

COMMUNICATING ACROSS CULTURES 312
COMMUNICATION AND PUBLIC SPEAKING 81
 COMMUNICATION SKILLS 83
 COMMUNITY LIAISON OFFICE COORDINATORS (CLO) 265
 COMPETENCIES 21
 COMPREHENSIVE MS ACCESS 2000 120
 COMPREHENSIVE MS EXCEL 2000 124
 COMPREHENSIVE MS OUTLOOK 2000 128
 COMPREHENSIVE MS POWERPOINT 2000 131
 COMPREHENSIVE MS WORD 2000 133
COMPUTER AND COMMUNICATIONS TECHNOLOGY SKILLS 87
COMPUTER END-USER SKILLS 117
 COMPUTER SYSTEMS NETWORKING 115
 COMSEC CUSTODIAN 89
 CONGRESSIONAL RELATIONS 267
 CONSULAR AGENTS WORKSHOP 155
 CONSULAR CORRESPONDENCE COURSES 164
 CONSULAR COURSE 147, 150
 CONSULAR FSNS 154
 CONSULAR LEADERSHIP DEVELOPMENT CONFERENCE 144
 CONSULAR MANAGEMENT AT A SMALL POST 151
 CONSULAR REVIEW AND AUTOMATION UPDATE 153
CONSULAR TRAINING 143
 CONSULAR TRAINING SEGMENTS 152
 American Citizens Services 152
 Immigrant Visas 153
 Nonimmigrant Visas 153
 Passport and Nationality 153
 CONSULTATION: LEARNING STYLES DIAGNOSIS 221

CONSULTATION: LEARNING STYLES DIAGNOSIS FOLLOW-UP 221
 CONTACT NUMBERS 7, 353
 CONTRACT ADMINISTRATION WORKSHOP 61
 CONTRACTING OFFICER REPRESENTATIVE, SELF-STUDY 304
 CONTRACTING OFFICER REPRESENTATIVE TRAINING (POST-AWARD) 58
 CONTRACTING OFFICER REPRESENTATIVE TRAINING (PRE-AWARD) 57
 CONTRACTING OFFICER REPRESENTATIVE TRAINING UPDATE 59
 CORPORATE PRACTICUM 170
 COUNTRY DATA ANALYSIS 79
 CREATIVE PROBLEM SOLVING WORKSHOP 226
 CRISIS MANAGEMENT TRAINING 20
 CULTURAL PROGRAMMING OVERSEAS 286
 CURRENT INSTALLATION PRACTICES 110
 CUSTOMER SERVICE TRAINING 43
 CUSTOMER-FOCUSED MANAGEMENT 185

D

DATA COMMUNICATIONS 107
 DCM/PRINCIPAL OFFICER SPOUSE, THE ROLE OF THE 319
 DEALING WITH THE ELECTRONIC MEDIA 280
 DEPUTY CHIEFS OF MISSION/ PRINCIPAL OFFICERS SEMINAR 227
 DESKTOP SYSTEMS 114
 DIPLOMACY, INTERNATIONAL CONFLICT 193
 DIRECTIONS 2
DISTANCE LEARNING 159, 8
 DIVERSE WORKFORCE, LEADING IN A 168, 234

DIVERSITY 167

- DIVERSITY AWARENESS FOR
MANAGERS AND SUPERVISORS
167
- DIVERSITY, VALUING IN THE WORK-
PLACE 247
- DOMESTIC ADMINISTRATIVE OFFICERS
SEMINAR 44
- DOMESTIC RESEARCH NEEDS 287
- DRAFTING CORRESPONDENCE 82
- DREAMWEAVER 136
- DRESS/CLASSROOM ATMOSPHERE 8
- DS-755 10
- DUAL-CULTURE MARRIAGES 320
- DUCK, DOMESTIC UNCLASSIFIED
CABLEXPRESS ADMINISTRATION
112

E

- EARLY MORNING COURSES 215
- EAST ASIA 72
- EAST CENTRAL EUROPE 78
- ECONOMIC AND COMMERCIAL
AFFAIRS 169**
 - Commercial Training 172
 - Economics Courses 169
 - Environmental and Resource Courses
177
- ECONOMIC AND COMMERCIAL
STUDIES 169
- ECONOMIC ISSUES 170
- EEO/DIVERSITY AWARENESS 167
- EFFECTIVE PUBLIC SPEAKING/
EXECUTIVE MEDIA 82
- EFFECTIVE SPEAKING AND LISTENING
SKILLS 83
- ELECTRONIC MEDIA 280
- ELIGIBLE FAMILY MEMBER
EMPLOYMENT COURSES 315
- EMERGENCY MEDICAL CARE AND
TRAUMA WORKSHOP 314
- EMPLOYEE RELATIONS SEMINAR 228
- EMPLOYMENT AND TRAINING (POET)
316

- ENCOURAGING RESILIENCE IN THE
FOREIGN SERVICE CHILD 320
- ENGLISH LANGUAGE TRAINING
187, 294
- ENGLISH TEACHING SEMINAR 315
- ENVIRONMENT, SCIENCE,
TECHNOLOGY AND HEALTH 177
- ENVIRONMENTAL AND RESOURCE
COURSES 177
- ESTH TRAINING FOR FSNs 179
- EUROPE 74, 78
- EUROPEAN UNION MODULE 74
- EVALUATION DESIGN WORKSHOP
276
- EVALUATION TOOLS WORKSHOP 276
- EXACOM CALL ACCOUNTING SYSTEM
94
- EXCEL 2000, ACCELERATED 101
- EXCEL 2000, COMPREHENSIVE 124
- EXCEL 2000, INTERMEDIATE 123
- EXCEL 2000, INTRODUCTION 122
- EXCEL 2000, WORKSHOP 123
- EXCHANGE 2000 FOR THE
ENTERPRISE-EXCHANGE 2000 100
- EXECUTIVE COMPETENCIES 24
- EXECUTIVE OVERVIEW TO MANAGING
STATE PROJECTS 229
- EXECUTIVE PROGRAMS DIVISION
(LMS/EP) 19
- EXPLAINING AMERICA 312
- EXPRESS ONLINE LANGUAGE
FAMILIARIZATION 160, 219
- EXTERNAL TRAINING 183, 9**

F

- F.A.S.T. COURSES: 213
- FACILITATION AND DELIVERY SKILLS
WORKSHOP 309
- FACING THE CAMERAS 290
- FALS, FOREIGN AFFAIRS LEADERSHIP
SEMINAR 229
- FAMILIES 318
- FAST BACKUP COMMUNICATIONS
FOR NON-IRM PERSONNEL 88

FAST TERP - TERP V FOR NON IRM
PERSONNEL 88

FASTRAC DISTANCE LEARNING
COURSES 165

FERTILE CRESCENT 77

FIELD SCHOOLS, LANGUAGE 216

FILES MANAGEMENT AND RETIREMENT
253

FINANCES AND INVESTMENTS IN THE
FOREIGN SERVICE 326

FINANCES IN THE FOREIGN SERVICE
CONTEXT 315

FINANCIAL MANAGEMENT 47

FINANCIAL MANAGEMENT AND
ESTATE PLANNING SEMINAR 296

FINANCIAL MANAGEMENT FOR
LOCALLY EMPLOYED STAFF 51

FINANCIAL MANAGEMENT OFFICERS
COURSE (OVERSEAS) 52

FIRE SAFETY 164, 301

FOREIGN AFFAIRS LEADERSHIP
SEMINAR (FALS) 229

FOREIGN POLICY 269

FOREIGN POLICY INTERNET
RESOURCES 287

FOREIGN SERVICE OFFICE
MANAGEMENT SPECIALIST
TRAINING 252

**FOREIGN SERVICE NATIONAL
TRAINING 185**

FOREIGN SERVICE OFFICERS 260

FOREIGN-BORN SPOUSES 323

FORMS 10-13

FOUR ROLES OF LEADERSHIP 230

FRANCE 78

FRAUD PREVENTION FOR CONSULAR
MANAGERS 154

FRENCH AND SPANISH F.A.S.T. 214

FRENCH, SPANISH, ITALIAN, AND
PORTUGUESE BASIC 213

FRONTPAGE 135

FSN COMMERCIAL ACQUISITIONS 59

FSN CURRENT ISSUES PROGRAM 292

FSN ECONOMIC TRAINING 171

FSN EXCHANGES PROGRAM 291

FSN INFORMATION RESOURCE
CENTERS PROGRAM 292

FSN INFORMATION/MEDIA PROGRAM
293

FSN ON-LINE WRITING LAB (OWL)
187, 293

FSN POLITICAL TRAINING 268

FSN POSITION CLASSIFICATION AND
COMPENSATION 66

FSN PUBLIC DIPLOMACY TRAINING
291

FSN SECRETARIAL SEMINAR 256

FSN SUPERVISORY SKILLS, BEYOND
THE BASICS 186

FSN SUPERVISORY SKILLS WORKSHOP
185

FSN TRAINING 185

FSN TRANSPORTATION WORKSHOP
60

FSN WEB-BASED ENGLISH LANGUAGE
TRAINING 187, 294

G

GENERAL INFORMATION 4

GENERAL INFORMATION, SLS 201

GENERAL SERVICES OPERATIONS 57,
61

GENERATORS - POWER GENERATOR
SYSTEMS 111

GERMAN F.A.S.T. 214

GERMAN BASIC 213

GERMAN-SPEAKING EUROPE 79

**GLOBAL AND MULTILATERAL ISSUES
191**

GLOBAL ISSUES 191

GOING OVERSEAS - LOGISTICS FOR
ADULTS 318

GOING OVERSEAS - LOGISTICS FOR
CHILDREN 319

GOING OVERSEAS FOR FAMILIES 318

GOING OVERSEAS FOR SINGLES AND
COUPLES WITHOUT CHILDREN
317

GOING OVERSEAS SERIES 317
GREECE/CYPRUS 79
GUIDED SELF-STUDY, LANGUAGE 220

H

HAITI 76
HEALTH CONCERNS, OVERSEAS 321
HOW TO BE A CERTIFYING OFFICER
304
HOW TO BE A CONTRACTING
OFFICER REPRESENTATIVE 304
HOW TO WRITE A STATEMENT OF
WORK 305
HTML 161
HTML PROFICIENCY 134
HUMAN RESOURCE MANAGEMENT 64
HUMAN RESOURCE MANAGEMENT AT
POST 67
HUMAN RESOURCE MANAGEMENT
COURSE 69
HUMAN RESOURCE MANAGEMENT
SPECIAL PROGRAMS 70, 183
HUMAN RIGHTS IN THE FOREIGN
POLICY PROCESS 191
HYPER TEXT MARKUP LANGUAGE 161

I

ICASS EXECUTIVE SEMINAR 53
IMMIGRANT VISA FSNS 157
IMMIGRATION LAW AND VISA
OPERATIONS 165
IMS - INFORMATION MANAGEMENT
SPECIALIST 90
INCOMPLETES 15
INDEPENDENT SELF-STUDY,
LANGUAGE 220
INFLUENCE BY DESIGN 231
INFORMATION CENTER 311
INFORMATION MANAGEMENT TRAIN-
ING DIVISION (SAIT/IMT) 33
INFORMATION TECHNOLOGY,
PUBLIC DIPLOMACY AND 282

INFORMATION TECHNOLOGY,
SCHOOL OF APPLIED 33
INL ORIENTATION WORKSHOP 192
INSULAR SOUTHEAST ASIA 76
INTELLECTUAL PROPERTY RIGHTS 176
INTELLIGENCE AND FOREIGN POLICY
269
INTENSIVE REGIONAL AREA STUDIES
71, 72
INTERMEDIATE LEADERSHIP SKILLS
232
INTERMEDIATE MS WORD 2000 133
INTERNATIONAL CONFLICT:
DIPLOMACY 193
INTERNATIONAL CONFLICT: PEACE
OPERATIONS 193
INTERNATIONAL CONFLICT
WORKSHOP: PREVENTION TO
INTERVENTION 194
INTERNATIONAL NEGOTIATION:
ART AND SKILLS 249
INTERNATIONAL TERRORISM:
UNDERSTANDING THE THREAT
195
INTERNET FOR POWER USERS 125
INTERNET RESOURCES FOR
DOMESTIC RESEARCH NEEDS 287
INTERPERSONAL SKILLS 199
INTERPRETING PERFORMANCE
MEASUREMENT DATA 275
INTRODUCTION TO DATA
COMMUNICATIONS 107
INTRODUCTION TO MANAGEMENT
SKILLS 232
INTRODUCTION TO MS ACCESS 2000
119
INTRODUCTION TO SIMPLIFIED
ACQUISITIONS AND REQUIS-
ITIONS OVERSEAS 305
INTRODUCTION TO TELEPHONE
SECURITY 91
INTRODUCTION TO WORKING IN
AN EMBASSY 259

IRM SPECIFIC ORIENTATION FOR IM
SPECIALISTS 114
ITALIAN AND PORTUGUESE F.A.S.T.
214
ITALY, SPAIN AND PORTUGAL 79

J

JAPAN 75
JAPANESE (JA), ADVANCED LANGUAGE
217
JOB MARKET 317
JOB SAVVY: SKILLS FOR WORKPLACE
SUCCESS 251
JOB SEARCH PROGRAM 295

K

KOREA 75
KOREAN (KP), ADVANCED LANGUAGE
217

L

LABOR OFFICER SKILLS 196, 270
LABOR RIGHTS REPORTING 197, 270
LANGUAGE STUDIES, SCHOOL OF 35
LANGUAGE STUDIES 201
Basic Courses 205
Beyond-Three 219
Consultation 221
Early Morning Courses 215
Express Online Course 219
FAST Courses 213
Field Schools 216
General Information 201
Language Codes 204
Online Introductory Course 218
Online Reading Maintenance 217
Post Language Program 220
Program Codes 203
Quick Reference Start Dates 207

Refresher Courses 215
Self-Study Program 220
LANGUAGE TESTING 14, 35
LEADERSHIP/MANAGEMENT 223
LEADERSHIP AND MANAGEMENT
SCHOOL 18
LEADERSHIP POTENTIAL SEMINAR
183, 234
LEADERSHIP SEMINAR, ADVANCED
223
LEADERSHIP SEMINAR, (FALS) 229
LEADERSHIP SKILLS, BASIC 224
LEADERSHIP SKILLS, INTERMEDIATE
232
LEADING IN A DIVERSE WORKFORCE
168, 234
LEADING PEOPLE: SEMINAR FOR NEW
MANAGERS 233
LEADING STAFF AND MANAGING
RESOURCES FOR PUBLIC
DIPLOMACY 278
LEAVE 14
LEGAL CONSIDERATIONS IN THE
FOREIGN SERVICE 325
LOGISTICS FOR ADULTS 318
LOGISTICS FOR CHILDREN 319
LONG-TERM LANGUAGE & AREA
STUDIES 205
LOTUS/DOMINO 98

M

M&E WORKSHOP 273
MAINLAND SOUTHEAST ASIA 76
MAINTAINING LONG-DISTANCE
RELATIONSHIPS 321
MAKING PRESENTATIONS: FROM
DESIGN TO DELIVERY 316
MANAGEMENT CONTROLS
WORKBOOK 306
MANAGEMENT CONTROLS
WORKSHOP 45
MANAGEMENT DEVELOPMENT
DIVISION (LMS/MDD) 20

MANAGEMENT DEVELOPMENT
SEMINAR: LEADING
ORGANIZATIONS 184, 233
MANAGEMENT SKILLS 232
MANAGERIAL COMPETENCIES 23
MANAGING A WINDOWS 2000
NETWORK 99
MANAGING CHANGE 235
MANAGING CONFLICT
PRODUCTIVELY 235
MANAGING CUSTOMER SERVICE 46
MANAGING PEOPLE PROBLEMS 236
MANAGING RENTAL PROPERTY FROM
OVERSEAS 326
MANAGING STATE PROJECTS 229, 237
MANAGING UP: LINKING SUPPORT
AND SUPERVISION 238, 257
MAPS 2, 3
MEDICAL CARE AND TRAUMA
WORKSHOP 314
MERIDIAN 61C 94
MESSAGES 8, 14
MEXICO 76
MS ACCESS 2000 119, 120
MS EXCEL 2000 122
MS EXCHANGE 101
MS OFFICE 2000 QUICK REVIEW 117
MS OFFICE 2000 WEEK 118
MS OUTLOOK 2000 127
MS POWERPOINT 2000 129
MS PROJECT 2000 129
MS WORD 2000 132
MLAT TESTING 14
MOLDOVA 78
MONGOLIA 75
MULTILATERAL DIPLOMACY 197
MULTIMEDIA SELF-STUDY LANGUAGE
PROGRAM 303

N

NAME CHECKING TECHNIQUES,
ADVANCED CONSULAR 147

NATIONALITY LAW AND CONSULAR
PROCEDURES 165
NEAR EAST AND NORTH AFRICA 73,
77
NEGOTIATION 249
NEGOTIATION SKILLS FOR MANAGERS
239
NEGOTIATION: ART AND SKILLS 249
NEGOTIATIONS, ADVANCED 250
NEPA RECORD KEEPING, OVERSEAS
OPERATIONS 161
NEPA TRAINING, DOMESTIC
OPERATIONS 63
NETWORKING, ADVANCED 104
NEW MANAGERS—LEADING PEOPLE
SEMINAR 184
NEW TRENDS IN PUBLIC DIPLOMACY
289
NEW WAYS TO PROBLEM SOLVING
254
NO SHOWS AND INCOMPLETES 15
NONIMMIGRANT VISA FSNS 155
NONPROLIFERATION 267
NORDIC COUNTRIES 78
NORTEL, ADVANCED 95
NORTHERN AFRICA 77
NT 4.0 for CABLEXPRESS 99

O

OBC INFORMATION CENTER 39, 311
OFFICE MANAGEMENT 251
OFFICE TECHNOLOGY IN THE 21ST
CENTURY 254
ONLINE EXPRESS LANGUAGE
FAMILIARIZATION COURSE 219
ONLINE INTRODUCTION TO HTML
161
ONLINE INTRODUCTORY LANGUAGE
COURSE 159, 218
ONLINE LANGUAGE COURSES 159,
217
ONLINE READING MAINTENANCE
COURSE 159, 217

ONLINE WRITING LAB 293
 OPEN NET PLUS AND THE INTERNET 125
 OPM COMPETENCIES 21
 ORACLE BI DATABASE ADMINISTRATION 98
 ORAL, BETTER OFFICE ENGLISH 81
ORIENTATION 259
 ORIENTATION FOR CIVIL SERVICE EMPLOYEES 260
 ORIENTATION FOR FOREIGN SERVICE OFFICERS 260
 ORIENTATION FOR FOREIGN SERVICE SPECIALISTS 261
 ORIENTATION TO OVERSEAS CONSULAR DUTY OFFICER RESPONSIBILITIES 143
 OUT AND ABOUT 201
 OUTLOOK, INTRODUCTION TO 127
 OUTLOOK 2000, COMPREHENSIVE 128
 OUTLOOK 2000, WORKSHOP 127
 OVERSEAS ADMINISTRATIVE MANAGEMENT COURSE 41
 OVERSEAS ADVANCED LANGUAGE TRAINING: THE FIELD SCHOOLS 216
 OVERSEAS CASHIER SUPERVISORS 306
 OVERSEAS CASHIERS (CD-ROM) 163
 OVERSEAS CITIZENS SERVICES 165
 OVERSEAS HEALTH CONCERNS 321
OVERSEAS LIVING 265
 OVERSEAS VOUCHER EXAMINERS 307

P

PARKING/CARPOOLS 15
 PASSPORT EXAMINERS
 CORRESPONDENCE COURSE 165
 PATHWAYS TO SUCCESS 252
 PC/WINDOWS, INTRODUCTION 134
 PEACE OPERATIONS 193
 PERFORMANCE MANAGEMENT SEMINAR 240

PERFORMANCE MEASUREMENT 244
 PERSONAL FINANCES AND INVESTMENTS IN THE FOREIGN SERVICE 326
 PETROLEUM AND GAS INDUSTRY 179
 PETS 324
 PLANNING AND IMPLEMENTING PUBLIC DIPLOMACY STRATEGY 285
 POLAND 78
POLITICAL 267
 POLITICAL-MILITARY AFFAIRS 270
 POLITICAL/ECONOMIC TRADECRAFT 171, 271
 POPULATION, REFUGEE AND MIGRATION OFFICERS: ORIENTATION 272
 POPULATION, REFUGEE, AND MIGRATION OFFICERS, M&E WORKSHOP 273
 PORTUGUESE F.A.S.T. 214
 POST LANGUAGE PROGRAM OFFICER COURSE 220
 POST OPTIONS FOR EMPLOYMENT AND TRAINING (POET) 316
 POWERPOINT 2000, COMPREHENSIVE 131
 POWERPOINT 2000, INTERMEDIATE 130
 POWERPOINT 2000, INTRODUCTION 129
 POWERPOINT 2000, WORKSHOP 130
 PRESENTATION SKILLS 279
 PRESENTATIONS: FROM DESIGN TO DELIVERY 316
 PRINCIPLES OF APPROPRIATION LAW 54
 PROBLEM SOLVING 254
 PRODUCTIVELY MANAGING STRESS 241
 PROFESSIONAL AND AREA STUDIES, SCHOOL OF 37
 PROFESSIONAL DEVELOPMENT DIVISION (SAIT/PDD) 33

PROFESSIONAL DEVELOPMENT
 SEMINAR FOR FOREIGN SERVICE
 OFFICE MANAGEMENT
 SPECIALISTS 255
 PROFESSIONAL SKILLS DEVELOPMENT
 FOR COMMUNITY LIAISON
 OFFICE COORDINATORS 265
 PROGRAM CODES, LANGUAGE 203
**PROGRAM PLANNING AND
 ASSESSMENT 275**
 PROJECT 2000, MS 129
 PROMOTING AMERICAN WINES
 OVERSEAS 322
 PROOFREADING 84
 PROPERTY MANAGEMENT FOR
 CUSTODIAL OFFICERS 64
 PROTOCOL AND
 U.S. REPRESENTATION ABROAD
 313
PUBLIC DIPLOMACY 277
 PUBLIC DIPLOMACY AND
 INFORMATION TECHNOLOGY
 282
 PUBLIC DIPLOMACY BASICS 290
 PUBLIC DIPLOMACY OPERATIONS
 OVERSEAS 281
 PUBLIC DIPLOMACY PRACTICE AND
 THEORY 284
 PUBLIC DIPLOMACY PROGRAMS,
 PRODUCTS AND SERVICES 283
 PUBLIC DIPLOMACY TRADECRAFT
 277
 PUBLIC SPEAKING 82
 PURCHASE CARD SELF-CERTIFICATION
 TRAINING 162

R

RADIO, ADVANCED 96
 RAISING BILINGUAL CHILDREN 322
 REALITIES OF FOREIGN SERVICE LIFE
 313
 REFRESHER COURSES, LANGUAGE 215

REGIONAL CONSULAR
 OFFICERS WORKSHOP 145
 REGIONAL WORKSHOP FOR
 CONSULAR FSNS 154
 REGISTRATION, ADMISSION 5
 REGISTRATION, LANGUAGE 202
 REGULATIONS, ALLOWANCES AND
 FINANCES IN THE FOREIGN
 SERVICE CONTEXT 315
 REIMBURSEMENTS 16
 RENTAL PROPERTY 326
 RESOURCE REPORTING OFFICER
 TRAINING 181
RETIREMENT 295
 RETIREMENT PLANNING SEMINAR 295
 ROLE OF THE SPOKESPERSON/HOW
 THE MEDIA WORK 279
 ROMANIA AND MOLDOVA 78
 ROUTER CONFIGURATION,
 ADVANCED 105
 RUNNING EFFECTIVE MEETINGS
 WORKSHOP 241
 RUSSIA/BELARUS 77
 RUSSIA/EURASIA 74, 77
 RUSSIAN and GERMAN F.A.S.T. 214

S

SAFE OVERSEAS HOME: PROTECTING
 YOURSELF AND YOUR FAMILY
 323
 SALT DISTANCE LEARNING COURSES
 166
 SC-7 SATELLITE OPERATIONS AND
 MAINTENANCE 106
 SCHOOL OF APPLIED INFORMATION
 TECHNOLOGY 33
 SCHOOL OF LANGUAGE STUDIES 35
 SCHOOL OF PROFESSIONAL AND
 AREA STUDIES 37
 SCIENCE AND TECHNOLOGY 177
 SCUP SATELLITE TERMINAL-SCUP 106
SECURITY 299

SECURITY OVERSEAS SEMINAR (SOS) 299
 SECURITY OVERSEAS SEMINAR, ADVANCED (ASOS) 299
 SECURITY OVERSEAS SEMINAR FOR TEMPORARY DUTY PERSONNEL 301
 SECURITY OVERSEAS SEMINAR, YOUTH (YSOS) 300
SELF-STUDY - TRADITIONAL 303
 SELF-STUDY LANGUAGE PROGRAMS 303
 SEMINAR FOR NEW MANAGERS—LEADING PEOPLE 184
 SENIOR COMMERCIAL COURSE 174
 SENIOR SEMINAR 18, 242
 SEP/SCP OPS 89
 SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE 243
 SHUTTLE BUS SERVICE. 5
 SIMPLIFIED ACQUISITIONS AND REQUISITIONS OVERSEAS 305
 SIPRNET & INELINK-S 138
 SMS 2.0, ADVANCED 97
 SOCIAL SECURITY SEMINAR 296
 SOUTH ASIA 73, 75
 SOUTH CENTRAL EUROPE 78
 SOUTHEAST ASIA 73, 76
 SPEAKING AND LISTENING SKILLS 83
 SPECIAL EMBASSY POST AND SPECIAL CONSULATE POST OPERATIONS 89
 SPECIAL NEEDS 15
 SPECIAL PROGRAMS 38
 SPEECHWRITING AND PRESENTATION SKILLS 279
 STARTING RIGHT: SEMINAR FOR PROGRAM DIRECTORS 243
 STATEMENT OF WORK 305
 STRATEGIC PLANNING AND PERFORMANCE MEASUREMENT 244
 STRATEGIC THINKING AND PLANNING WORKSHOP 244

SUB-SAHARAN AFRICA 72, 75
 SUPERVISING A CASHIER 55
 SUPERVISORY COMPETENCIES 22
 SUPPORTING CA APPLICATIONS 113
 SX-2000 - MITEL PBX SX-2000 93
 SX-2000 - MITEL PBX SX-200 DIGITAL 92
 SX-50 - MITEL PBX SX-50 92
 SYSTEM ADMINISTRATION FOR MICROSOFT SQL SERVER 7.0 97

T

TALENT BANK 40
 TARGETING THE JOB MARKET 317
 TASK FORCE II CRISIS WORK 147
 TASK FORCES AND CONSULAR POLICY 146
 TAX ISSUES & FOREIGN-EARNED INCOME 327
 TAX SEMINAR 327
 TEAM LEADERSHIP WORKSHOP 246
 TEAMBUILDING 245
 TELECOMMUNICATIONS INDUSTRY 174
 TELEPHONE SECURITY 91
 TERP V - TERMINAL EQUIPMENT REPLACEMENT PROGRAM V 87
 TERRORISM: UNDERSTANDING THE THREAT AND FORMULATING A RESPONSE 195
 TRADE AGREEMENT IMPLEMENTATION 175
 TRADE AND ENVIRONMENT 178
 TRADE AND PROJECT FINANCE 176
 TRADE DISPUTE RESOLUTION 175
 TRADITIONAL SELF-STUDY LANGUAGE PROGRAM 303
 TRAINING CONTINUA 16
 TRAINING DESIGN WORKSHOP 309
 TRAINING DIVISION 39, 311
 TRAINING FOR OVERSEAS CASHIER SUPERVISORS 306

TRAINING FOR OVERSEAS CASHIERS
(CD-ROM VERSION) 163
TRAINING SKILLS 309
 TRAINING FOR OVERSEAS VOUCHER
 EXAMINERS 307
 TRANSCRIPTS 16
 TRANSITION CENTER 39
 TRANSITION TO WASHINGTON FOR
 FOREIGN-BORN SPOUSES 323
TRANSITIONS 311
 TRANSPORTATION WORKSHOP 60
 TRAVEL REGULATIONS AND
 VOUCHERS 256
 TRAVELING WITH PETS 324
 TUITION AND REIMBURSEMENTS 16
TUITIONS 329
 TURKEY 77

U

UKRAINE 77
 U.S. TAX ISSUES & FOREIGN-EARNED
 INCOME 327

V

VALUING DIVERSITY IN THE WORK-
 PLACE 247
 VICTIMS OF CRIME, ASSISTING 148
 VIETNAM/CAMBODIA 76
 VISUAL AID BASICS 84
 VOUCHER EXAMINERS, OVERSEAS 307

W

WASHINGTON TRADECRAFT 262
 WEATHER RELATED CLOSINGS 17
 WEB DEVELOPMENT FUNDAMENTALS
 126
 WEB SITE ACCESSIBILITY AND
 USABILITY 137
 WEB SITE MANAGEMENT USING
 DREAMWEAVER 136

WEB SITE MANAGEMENT USING
 FRONTPAGE 135
 WELCOME BACK WORKSHOP 324
 WESTERN HEMISPHERE 73, 76
 WIDE BAND N.E.T. 108
 WIDE-BAND DIGITAL TRANSMISSION
 NETWORKING 108
 WINDOWS 2000, ACCELERATED MS
 103
 WINDOWS 2000, MANAGING A
 NETWORK 99
 WIRELESS SYSTEMS TRAINING 95
 WITHDRAWALS 6
 WORD 2000, COMPREHENSIVE 133
 WORD 2000, INTERMEDIATE 133
 WORD 2000, INTRODUCTION 132
 WORD 2000, WORKSHOP 132
 WORKING IN AN EMBASSY 259
 WORKING WITH ICASS 56
 WORKSHOP ACCESS 2000 119
 WORKSHOP FOR SENIOR AMERICAN
 CITIZEN SERVICES FSNS 156
 WORKSHOP FOR SENIOR IMMIGRANT
 VISA FSNS 157
 WORKSHOP FOR SENIOR
 NONIMMIGRANT VISA FSNS 155
 WRITING EFFECTIVE LETTERS AND
 MEMOS 81, 83, 85
 WRITING LAB 187
 WRITTEN, BETTER OFFICE ENGLISH 81

Y

YOUNG DIPLOMATS DAY 325

CONTACT NUMBERS

For general course and registration information, contact the FSI Office of the Registrar:

Telephone: (703) 302-7143 or 7144

TTY Phone: (703) 302-7449

FAX: (703) 302-7152

Student

Messages: (703) 302-7143 or 7144

For information on specific programs, contact individual department chairs.

For other information, contact the Registrar, Alice Murray, on (703) 302-7143/7144, FAX (703) 302-7152, or the Executive Director for Management, Catherine Russell, on (703) 302-6729, FAX (703) 302-7227.

EXECUTIVE OFFICE FOR MANAGEMENT

EXECUTIVE DIRECTOR

(703) 302-6729

AUDIO VISUAL FACILITY

(703) 302-6788

BUDGET AND MANAGEMENT OFFICE

(703) 302-7283

GENERAL SERVICES/ACQUISITIONS

(703) 302-7233

MULTIMEDIA AND LIBRARY SERVICES

(703) 302-7153

OFFICE OF MANAGEMENT INFORMATION SYSTEMS

(703) 302-7201

PERSONNEL OFFICE

(703) 302-6813

OFFICE OF THE REGISTRAR

(703) 302-7143/7144

LEADERSHIP AND MANAGEMENT SCHOOL

(703) 302-6743

THE SENIOR SEMINAR

(703) 302-7178

CRISIS MANAGEMENT TRAINING

(703) 302-7366

EXECUTIVE PROGRAMS

(703) 302-7194

MANAGEMENT DEVELOPMENT TRAINING

(703) 302-7199

THE SCHOOL OF APPLIED INFORMATION TECHNOLOGY

(703) 302-6957

INFORMATION MANAGEMENT TRAINING

(703) 302-6752

PROFESSIONAL DEVELOPMENT

(703) 302-9000

THE SCHOOL OF LANGUAGE STUDIES

(703) 302-7242

ROMANCE AND NORDIC LANGUAGES

(703) 302-7527

EUROPEAN, CENTRAL ASIAN, AND AFRICAN LANGUAGES

(703) 302-7061

ARABIC AND ASIAN LANGUAGES

(703) 302-7291

THE SCHOOL OF PROFESSIONAL AND AREA STUDIES

(703) 302-6940

ADMINISTRATIVE TRAINING

(703) 302-6986

AREA STUDIES

(703) 302-6863

CONSULAR TRAINING

(703) 302-7164

KEY CONTACTS

CURRICULUM AND STAFF DEVELOPMENT

(703) 302-6952

ECONOMIC TRAINING

(703) 302-7257

OFFICE MANAGEMENT TRAINING

(703) 302-6926

ORIENTATION

(703) 302-6996

POLITICAL TRAINING

(703) 302-7184

PUBLIC DIPLOMACY

(703) 302-6940

TRANSITION CENTER

(703) 302-7272

CAREER TRANSITION CENTER

(703) 302-7407

THE OVERSEAS BRIEFING CENTER (INFORMATION CENTER)

(703) 302-7276

TRAINING DIVISION

(703) 302-7267

QUESTIONNAIRE

LET US HEAR FROM YOU

We would like to know your opinion of the FSI catalog format, along with any additional comments you may have about this publication. Please take a few minutes to complete the evaluation below. Please comment on any statement with which you disagree.

1. This Schedule of Courses catalog is user friendly. ☐ Agree ☐ Disagree
2. It was easy to locate the information that I needed. ☐ Agree ☐ Disagree
3. The themes used were applicable to my area of interest. ☐ Agree ☐ Disagree
4. The cross-referencing in the index served as a useful guide in helping me locate the course to meet my training needs. ☐ Agree ☐ Disagree
5. The course description section was informative. ☐ Agree ☐ Disagree
6. Additional Comments:

Please return this page to:

U.S. Department of State
Foreign Service Institute
Geroge P. Shultz National Foreign Affairs Training Center
Office of the Registrar, Room F-2210
4000 Arlington Blvd.
Arlington, Virginia 22204-1500

Or fax to:

703-302-7152



2002 CALENDAR

JANUARY							FEBRUARY							MARCH							APRIL							MAY							JUNE						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S							
1	2	3	4	5							1	2				1	2				1	2	3	4	5	6				1											
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8									
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15									
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24								
27	28	29	30	31			24	25	26	27	28			24	25	26	27	28	29	30	28	29	30				26	27	28	29	30	31									
														31																			30								

JULY							AUGUST							SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S							
1	2	3	4	5	6						1	2	3	1	2	3	4	5	6	7	1	2	3	4	5				1	2	3	4	5	6	7						
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9							
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16							
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23							
28	29	30	31				25	26	27	28	29	30	31	29	30						27	28	29	30	31			24	25	26	27	28	29	30							

2003 CALENDAR

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
S M T W T F S 1 2 3 4	S M T W T F S 1	S M T W T F S 1	S M T W T F S 1 2 3 4 5	S M T W T F S 1 2 3	S M T W T F S 1 2 3 4 5 6 7
5 6 7 8 9 10 11	2 3 4 5 6 7 8	2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 14
12 13 14 15 16 17 18	9 10 11 12 13 14 15	9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21
19 20 21 22 23 24 25	16 17 18 19 20 21 22	16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28
26 27 28 29 30 31	23 24 25 26 27 28	23 24 25 26 27 28 29 30 31	27 28 29 30	25 26 27 28 29 30 31	29 30
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
S M T W T F S 1 2 3 4 5	S M T W T F S 1 2	S M T W T F S 1 2 3 4 5 6	S M T W T F S 1 2 3 4	S M T W T F S 1	S M T W T F S 1 2 3 4 5 6
6 7 8 9 10 11 12	3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8	7 8 9 10 11 12 13
13 14 15 16 17 18 19	10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15	14 15 16 17 18 19 20
20 21 22 23 24 25 26	17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22	21 22 23 24 25 26 27
27 28 29 30 31	24 25 26 27 28 29 30 31	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29 30	28 29 30 31

2004 CALENDAR

JANUARY							FEBRUARY							MARCH							APRIL							MAY							JUNE						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S							
			1	2	3		1	2	3	4	5	6	7		1	2	3	4	5	6		1	2	3					1	2	3	4	5								
4	5	6	7	8	9	10	8	9	10	11	12	13	14	7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8							
11	12	13	14	15	16	17	15	16	17	18	19	20	21	14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15							
18	19	20	21	22	23	24	22	23	24	25	26	27	28	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22							
25	26	27	28	29	30	31	29							28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29							
																												30	31												

JULY							AUGUST							SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S							
			1	2	3		1	2	3	4	5	6	7		1	2	3	4		1	2	3	4	5	6		1	2	3	4	5	6									
4	5	6	7	8	9	10	8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13							
11	12	13	14	15	16	17	15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20							
18	19	20	21	22	23	24	22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27							
25	26	27	28	29	30	31	29	30	31					26	27	28	29	30			24	25	26	27	28	29	30	28	29	30											

337

END

10-22-02